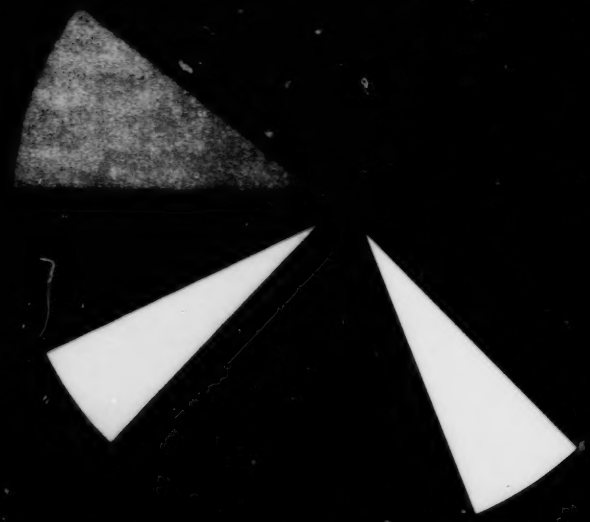
Directory of federal services: disabled persons

1987



Canada

87-06223/

Directory of federal services: disabled persons

1987

©Minister of Supply and Services Canada 1987

Cat. No. S2-177/1987
ISBN 0-662-55117-6

Copies françaises aussi disponibles

Contents

Preface i

Programs and Services

- Access 1
- Education 19
- Employment 21
- Health, Safety and Social Services 39
- Human and Civil Rights 57
- Income Support 61
- Independent Living 69
- Information/Communications 77
- Policy 109
- Research 117
- Self-Help/Advocacy Support 133
- Sports/Leisure 137
- Transportation 143

Regional Federal Addresses 153

Subject Index 177

Departmental Index 195

Preface

This directory of federal services is designed as a tool for individuals seeking information or assistance with respect to federal government programs, services and policies having an impact upon disabled persons.

The directory is easy to use: it is not necessary to be acquainted with all the complexities of government administration. The first part describes the various federal programs, services and policies grouped, in alphabetical order, within 13 major categories. For further information on the program, each description includes a contact office, telephone number and, if available, a TDD number providing access to telecommunications devices for deaf persons. The symbol [$] indicates whether the program provides funding; the symbol [Service] means that the program provides a service.

The second part of the directory is a listing of departmental offices and telephone numbers across the country from which further information and assistance are available. Finally, for easy access, there is an index of the subjects treated and an index of the federal organizations included in the directory.

We have tried to use the most widely accepted terminology in the descriptions. It should be noted, however, that the titles of certain programs, organizations and government statutes could not be changed to reflect the current usage.

In the compilation of material for this directory, the expression "disabled person" has been used to encompass all people having physical impairments including those with sensory impairments; psychological impairments; intellectual impairments; learning disabilities and those people with a dependence on drugs or alcohol.

The Status of Disabled Persons Secretariat wishes to express its appreciation for the co-operation and assistance provided by the 45 departments and agencies consulted in the preparation of the directory.

Status of Disabled Persons Secretariat

Programs and Services

Access

Accessibility Guide

Service

Who benefits?

Physically disabled persons

What is it?

This cerlox-bound publication indicates the degree of accessibility of buildings and services in the National Capital Region. It includes information on apartment buildings, shopping areas, restaurants, hospitals, arenas and hotels. Some areas outside Ottawa/Hull that are covered by the book are Carp, Stittsville, Cumberland, Rockland, Aylmer and the Gatineau Valley.

More information from:

Canada's Capital Information Centre
National Capital Commission
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1

(613) 239-5000

Barrier-Free Design

Service

Who benefits?

Physically disabled visitors and employees in federal buildings

What is it?

Public Work's Accessibility Program emphasizes barrier-free design of federal buildings, that is, design that takes into account accessibility by physically disabled visitors and employees. The Department is responsible for developing design standards and guidelines and for providing advice on barrier-free design to other federal departments.

Any relevant publications?

Barrier-Free Design in Canada, a paper, available free from

Don Henning
Interdepartmental and Industry Program
Public Works Canada
Ottawa, Ontario
K1A 0M2
(613) 998-9068

The following publications are available free from the

Documentation Centre
Architectural and Engineering Services
Public Works Canada
Ottawa, Ontario
K1A 0M2
(613) 998-4446

Barrier-Free Design: Access and use of buildings by physically disabled people 1985
Life Safety and Disabled People, Seminar Summary

More information from:

Christina D. Zwierzchowski
Interdepartmental and Industry Program
Public Works Canada
Sir Charles Tupper Building
Riverside Drive
Ottawa, Ontario
K1A 0M2

(613) 998-9067

Information is also available from Public Works regional offices see the addresses section, page 153.

Canadian Posts Abroad

Service

Who benefits?

Physically disabled persons

What is it?

All new Canadian embassies or consulates abroad are being designed to ensure access for disabled persons who are employees there or who require services. External Affairs is undertaking new construction or major renovations providing full access in Algiers, Beïjing, Belgrade, Bridgetown, Dar-es-Salaam, Kinshasa, at Canada House and McDonald House in London, Mexico, Lagos, Moscow, Paris, Riyadh, Tokyo, Washington. Older buildings are being retrofited to provide at least basic accessibility in Boston, Brussels, Dallas, Hong Kong, Kuala Lumpur, Los Angeles, Melbourne, Minneapolis, Stockholm, and Vienna.

More information from:

George Skok
Administrative Policy Analyst
External Affairs Canada
Ottawa, Ontario
K1A 0G2

(613) 995-5982

Central Experimental Farm

Service

Who benefits?

Physically disabled people

What is it?

The herd showcases, the greenhouses and the Agriculture Museum at the Experimental Farm in Ottawa have access ramps for wheelchairs. Accessible washrooms are located in the Sir John Carling Building and, in the summer, near the agriculture museum. The telephone at the information booth in the summer can be used by persons in wheelchairs.

More information from:

Information Officer
Central Experimental Farm
Agriculture Canada
Sir John Carling Building
930 Carling Avenue
Ottawa, Ontario
K1A 0C7

(613) 995-5222

Health Facilities Design

Service

Who benefits?

All Canadians, particularly disabled persons

What is it?

The Health Facilities Design Division reviews and develops guidelines and standards for health facilities. There has been a considerable increase in consulting services for barrier-free design, making environments accessible to disabled persons.

More information from:

Health Facilities Design Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8652

Mobile Exhibits Program

Service

Who benefits?

Physically disabled persons

What is it?

National Museums' three tractor-trailers, Canada North, Prairie Canada and Atlantic Canada, are equipped with an elevator for wheelchairs. Interpreters give individual tours for people requiring special attention, and they often give presentations on artifacts and replicas to those who are unable to attend because of age or health.

More information from:

Mobile Exhibits Program
National Museums of Canada
Ottawa, Ontario
K1A 0M8

(613) 998-9080

Museum Assistance Programs

Service | **$**

Who benefits?

Museums and physically disabled persons

What is it?

Financial and technical assistance is available under this program for upgrading museum facilities and equipment to meet the special needs of disabled persons.

Who is eligible?

Federal, provincial and other non-profit museums and galleries that are open year round

When to apply?

Various deadlines are in effect.

Any relevant publications?

Planning Our Museums, a manual which reviews planning principles in the development of new or existing museums, with chapters on access for disabled persons and retrofiting buildings; $22 for members of the Canadian Museums Association; $26 for non-members

More information from:

the Regional Co-ordinators of the following areas:

- British Columbia and Yukon Territory
- Alberta, Saskatchewan, Manitoba and the Northwest Territories
- Ontario
- Quebec
- Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland

Please contact the co-ordinator in your area by writing or calling the

Museum Assistance Programs
National Museums of Canada
Ottawa, Ontario
K1A 0M8

(613) 996-8504

National Museums of Canada

Service

Who benefits?

People with physical disabilities

What is it?

Canada's national museums, all in the National Capital Region, are accessible to persons with physical limitations. For a list of the facilities available at each museum, see below.

National Gallery of Canada: People with wheelchairs may easily enter and exit the museum building, the auditorium and work areas. Extended washroom cubicles are on the second floor, and lowered telephone booths and drinking fountains are also found in the building. Wheelchairs are available in the museum and all floors are accessible by elevator.

Canadian Museum of Civilization and National Museum of Natural Sciences: The entrance to the building that houses the two museums as well as the auditorium and work areas in both museums are accessible to visitors with wheelchairs by ramps and elevators. Extended washroom cubicles, lowered telephone booths and drinking fountains are also found in the building.

National Museum of Science and Technology: The entrance to the building, the auditorium and work areas are accessible to visitors in wheelchairs. There are also extended washroom cubicles and lowered telephone booths.

Agriculture Museum, Central Experimental Farm: The entrances to the two levels of this exhibit are accessible to wheelchairs.

National Aviation Museum: The exhibits in the hangars housing the collection are accessible except for a close-up view of the aircraft cockpits.

Canadian War Museum: All but the D-Day exhibits are accessible to wheelchair visitors. Entrance to the museum is provided through a side door.

More information from:

the individual museums:

Canadian Museum of Civilization — (613) 992-3497
National Museum of Natural Sciences — (613) 996-3102
National Museum of Science and Technology — (613) 991-3044
Agriculture Museum — (613) 998-4566
National Aviation Museum — (613) 993-0775 or 991-3044
Canadian War Museum — (613) 992-2774

TDD National Museum of Natural Sciences —
(613) 593-6992 (Visual Ear)

National Parks, Historic Sites and Heritage Canals

Service

Who benefits?

Park visitors with hearing, visual and mobility impairments

What is it?

Parks Canada is making the facilities and programs in historic sites and parks accessible to all Canadians to enable visitors to enjoy these heritage resources in the most independent manner possible. Since each park's services vary, visitors should contact the individual park for specific information. A brochure will be available by the end of 1987 that outlines the services for special needs at each location.

Most national parks have accessible entrances to their visitor centres and washrooms. Most also have parking designated for people with mobility impairments. Plans for increased mobility call for the construction or retrofiting of boardwalks, arrangement of exhibits at wheelchair level, and photo-tours of non-accessible areas, such as the second storey of Bethune Memorial House.

For people with hearing impairments, Parks Canada is captioning an audiovisual presentation in each of its regions before the end of 1987. Also planned are printed versions of audiovisual productions, more loop audio systems, such as the one at Alexander Graham Bell National Historic Park, and the services of sign language interpreters for special events.

Large-print and braille brochures are available at Lower Fort Gary National Historic Park and at Bethune Memorial House. These will be available at other parks in the future. At Kejimkujik National Park, visitors can go on a taped tour. Also for use by people with visual impairments is a tactile interpretation map that was designed as a pilot project. In future, all exhibits will take into consideration special lighting, colour contrast and print size.

More information from:

Special Visitor Needs Officer
Parks Canada
Environment Canada
Ottawa, Ontario
K1A 1C7

(819) 994-2847

TDD (819) 994-0736 (Visual Ear)

Information is also available from Parks Canada regional offices see the addresses section, page 153.

Passport Offices

Service

Who benefits?

Physically disabled persons

What is it?

All 20 Canadian passport offices, two in Ottawa and 18 across Canada are now, for the most part, accessible to disabled persons.

More information from:

any External Affairs regional passport office or from

Ray Dumouchel
Regional and Foreign Operations
External Affairs Canada
Ottawa, Ontario
K1A 0G3

(819) 994-3534

TDD (613) 996-9136

Special Events in the National Capital Region

Service

Who benefits?

Persons with physical disabilities; elderly people

What is it?

Disabled and elderly people are encouraged to participate in special events sponsored by the National Capital Commission, such as Winterlude and the Canada Day festivities. A group within the Commission studies the planned sites for such events to ensure the installation of ramps and accessible toilets, or whatever is needed to allow disabled persons to participate. The group, Adapted Services: Population With Special Needs, consults disabled people and the elderly in its planning of special events. A study of the accessibility arrangements for Winterlude 1986 has been completed and will be used to improve services at future public events.

Any relevant publications?

Winterlude: For Visitors With Special Needs, a brochure outlining present services, free from the

Visitor Centre
National Capital Commission
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1
(613) 239-5000

More information from:

Claire Bournival
Adapted Services: Population With Special Needs
National Capital Special Events
National Capital Commission
161 Laurier Avenue West, 7th Floor
Ottawa, Ontario
K1P 6J6

(613) 239-5035

Special List of Government Publications

Service

Who benefits?

Visually impaired persons

What is it?

As part of its on-going program providing access to government publications, the Canadian Government Publishing Centre has compiled a special list (the Green List) of government publications produced in braille, on cassette or in large print. It is attached to the Publishing Centre's weekly checklist (the Pink List), which is available for consultation at all depository libraries.

Any relevant publications?

Special List of Canadian Government Publications, ISSN 0700-2882

More information from:

Paul Samson
Canadian Government Publishing Centre
Supply and Services Canada
45 Sacré-Coeur Boulevard
Hull, Quebec
K1A 0S9

(819) 994-2172

Voting Premises

Service

Who benefits?

People with mobility impairments

What is it?

Elections Canada provides level access to voting premises wherever physically possible. By law, level-access voting facilities must be available in at least one advance polling station in each urban area of an electoral district. Ordinary polls on polling day are also held, wherever possible, in premises with level access. To find out what access is available, call the local constituency office at the number indicated on the notice of enumeration.

By the next federal election, proposed amendments to the Election Act will require all advanced polls to have level access. The notice of enumeration will also indicate whether the ordinary poll will be accessible to disabled persons. Other proposals call for enumerators to ask whether a voter requires level access on polling day, and if so, for the Returning Officer to provide level-access premises in that polling division.

More information from:

Co-ordination and Planning
Elections Canada
440 Coventry Road
Ottawa, Ontario
K1A 0M6

(613) 993-2975
Toll-free calls 1-800-267-2380

Voting Template

Service

Who benefits?

People with visual impairments

What is it?

The voting template is a cardboard tolder into which the ballot is placed so that the circles in the ballot are lined up with punched-out holes on the template. Visually impaired voters do not have to take the oath of an incapacitated elector when they use this device to vote. An elector may, of course, opt instead to vote with the assistance of a friend or a poll official.

More information from:

Co-ordination and Planning
Elections Canada
440 Coventry Road
Ottawa, Ontario
K1A 0M6

(613) 993-2975
Toll-free calls 1-800-267-2380

Education

Canada Student Loans Program

Who benefits?

Full- and part-time postsecondary students

What is it?

Full- and part-time postsecondary students may apply for financial assistance through the Canada Student Loans Program. Under the program, the maximum assistance available to full-time students is $105 per week during the period of study. Part-time students may receive a loan of up to $2500. Disabled applicants may receive, in addition to the regular loan, assistance for exceptional expenses incurred during the period of study. Students who are temporarily disabled or unemployed may apply for interest relief for up to 18 months. Those who would find it difficult to repay a Canada Student Loan because of disability may apply to have their loans forgiven. This program is funded by the federal government and administered by the provincial governments (except for Quebec, which has its own program of student assistance).

Who is eligible?

Full- and part-time postsecondary students enrolled in courses of at least 12 weeks' duration that have been designated by a provincial government as part of the Canada Student Loans Program.

Any relevant publications?

the following brochures are available free of charge:

Canada Student Loans Program for Full-time Students
Canada Student Loans Program for Part-time Students
Canada Student Loans Program Interest Relief Plan
Repaying Your Canada Student Loan

More information from:

provincial government offices or from the

Canada Student Loans Program
Student Assistance Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5

(819) 994-1844

Special Education for Disabled Indian Children

$

Who benefits?

Indian students residing on reserves who have visual, hearing or other physical impairments

What is it?

Indian and Northern Affairs funds the education of disabled Indian children, up to the age of 18, in special schools. It provides for the assessment, placement and education of these children and pays for expenses such as tuition, accommodation and transportation.

Who is eligible?

Disabled Indian students who have been professionally assessed as unable to benefit from regular instruction provided in provincial schools.

More information from:

Indian and Northern Affairs regional offices (*see* the addresses section, page 153) or from

E. Weigeldt
Education Branch
Indian and Northern Affairs Canada
Ottawa, Ontario
K1A 0H4

(819) 997-8395

Employment

Advisory Committee on Disabled Persons

Service

Who benefits?

Employees of the Department of Justice

What is it?

The Committee recommends changes to the Deputy Minister of Justice concerning policies and procedures that adversely affect the chances for employment of disabled persons. Problems considered may range from attitudinal barriers to office accessibility. Both disabled and able-bodied persons are members of the committee, which meets once a month.

Any relevant publications?

The pamphlet entitled *Department of Justice — Affirmative Action Program* gives details on the committee. It is included in the orientation kit provided to all new employees, also available free from the address below.

More information from:

Affirmative Action Program
Personnel Division
Department of Justice
381 Kent Street
Ottawa, Ontario
K1A 0H8

(613) 996-8354

Information, including the pamphlet mentioned above, is also available from Justice Canada regional offices see the addresses section, page 153.

Amendment Concerning the Minimum Wage

Service

Who benefits?

All disabled persons

What is it?

An amendment to Part III of the Canada Labour Code on 1 March 1985 repealed Section 37 (1) and (2), which had allowed payment of less than the minimum wage to disabled persons. This new legislation was largely a result of recommendations from the 1981 *Obstacles* report of the Special Committee on the Disabled and Handicapped.

More information from:

Jane Caskey
Women's Bureau
Labour Canada
Ottawa, Ontario
K1A 0J2

(613) 953-0051

Awareness Session on Employment of Disabled Persons

Service

Who benefits?

Justice Canada managers and people with disabilities who would like to work for the Department of Justice

What is it?

A half-day session for managers is given to heighten their awareness that people with disabilities are a valuable resource. The session aims to dispel the myths about disabled people, to remove the attitudinal barriers to their employment, and to familiarize managers with the programs and services offered by the Public Service Commission on hiring disabled people. Topics may include technical aids, supervision, the do's and don'ts of interviewing.

Any relevant publications?

Department of Justice — Affirmative Action Program, free from the

Affirmative Action Section
Department of Justice
381 Kent Street
Ottawa, Ontario
K1A 0H8
(613) 996-8354

More information from:

Human Resources Planning and Affirmative Action
Department of Justice
381 Kent Street, 4th Floor
Ottawa, Ontario
K1A 0H8

(613) 996-8308

TDD (613) 992-4556 (Visual Ear)

Information is also available from Department of Justice regional offices see the addresses section, page 153.

Canada Assistance Plan/Work Activity Projects

Service

Who benefits?

Persons in need, or likely to be in need, who have unusual difficulty in obtaining/retaining employment or participating in other rehabilitation/employment programs because of personal, family or environmental problems

What is it?

Work Activity projects use a combination of work exposure and work experience situations, counselling, life skills, and other welfare services and other components to resolve the personal problems of the participant. The objective is to prepare participants for employment or entry into technical or vocational training programs or sheltered employment. Work Activity projects are administered through each province's social service offices.

Any relevant publications?

Basic Facts on Social Security Programs, free from

Information Resources
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

More information from:

Social Assistance and Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2916

Career Advice

Service

Who benefits?

Disabled employees in the Public Service

What is it?

The Public Service Commission offers a special career counselling service for federal disabled employees. The service provides advice on résumé-writing, training and the means for career advancement.

More information from:

Serge Rainville
Public Service Commission of Canada
Ottawa, Ontario
K1A 0M7

(613) 992-5848

CMHC Disabled Persons Advisory Group

Service

Who benefits?

Persons with disabilities who work for the Canada Mortgage and Housing Corporation

What is it?

A participant in CMHC's Employment Equity Program, the Advisory Group acts on behalf of the people working at CMHC who have disabilities. The Group takes their concerns to management, makes submissions on their behalf, reviews employment-related policies and maintains liaison with disabled employees.

More information from:

Carol Paschal
Manager, Employment Equity Office
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

(613) 748-2211

Information is also available at regional Canada Mortgage and Housing Corporation offices (see the addresses section, page 153), or at local CMHC offices throughout Canada.

Grants to Voluntary Organizations Program

$

Who benefits?

All disabled persons; voluntary organizations

What is it?

Grants are available to voluntary organizations engaged in activities that will improve the employability of special groups of Canadians, including disabled persons. Generally in the $1000 to $10 000 range, these grants cover the costs of such activities as conferences, workshops and the production of pamphlets.

Who is eligible?

Voluntary organizations whose services complement the employment-related objectives of Employment and Immigration Canada

Any relevant publications?

Grants to Voluntary Organizations, (free)

More information from:

regional offices of Employment and Immigration Canada or from the

Grants to Voluntary Organizations Program
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 997-6490

Home Bound Employment Program

Service

Who benefits?

Physically disabled adults

What is it?

This program provides work opportunities for disabled persons who cannot work outside their homes, either temporarily or permanently. The names of these individuals are given to the Science Programs Branch of Supply and Services Canada by the Public Service Commission and the Ontario Ministry of Community and Social Services. The Branch then assigns work to them according to their abilities. If more than one disabled person qualifies for a job, the work is done on rotation. A variety of jobs are contracted out, including typing, proofreading and assignments involving verifying, calculating, coding, classifying and analysing.

More information from:

D. W. Kelly
Home Bound Employment Program
Science Programs Branch
Science and Professional Services Directorate
Supply and Services Canada
Ottawa, Ontario
K1A 0S5

(819) 997-7676

Innovations Program

$

Who benefits?
All Canadians

What is it?
This program aims to stimulate and support new solutions to labour market problems. It has been designed to accommodate the needs of various individuals and sponsoring employers, and is relevant to disabled persons.

Who is eligible?
Businesses, organizations, educational and training bodies, provincial/territorial institutions, municipalities, individuals and Crown corporations

Any relevant publications?
A brochure on this program is available free of charge.

More information from:
local Canada Employment Centres or from

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 953-1316

Job Development Program

Service **$**

Who benefits?

Individuals who have been unemployed for a long time and employers, as sponsors

What is it?

This program assists individuals who either have been unable to obtain work over a long period of time or have problems that employers consider to be barriers to employment. The program provides the opportunity for a combination of skill training and work experience leading to the occupational skills required to secure steady employment. Employers are reimbursed for wage subsidy and training costs.

Who is eligible?

Individuals who have been unemployed for 24 out of 30 preceding weeks; employers providing training or work experience

Any relevant publications?

Job Development Program Guide to Sponsors, (free)
Job Development Program Overview, (free)

More information from:

local Canada Employment Centres or from

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 953-1316

Job Entry Program

Service **$**

Who benefits?

Women and youth

What is it?

This program assists young people in the transition from school to work and women wishing to enter or re-enter the workforce after a prolonged absence. It provides basic job skills training, work orientation and some practical experience. A training allowance is available to participants. The program does not have a specific component for disabled individuals, but all individuals fitting the criteria are eligible for training and advice.

Who is eligible?

Entry option — youths (under 25 years of age) who are out of school and who have not been working at a regular job
Re-entry option — women who have not been in the workforce for the past three years

Any relevant publications?

Entry/Re-entry Program Overview, (free)
The Hot 100: What the Feds are Doing for Youth, (free)

More information from:

local Canada Employment Centres or from

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 953-1316

On-the-Job Training in the Public Service

Service **$**

Who benefits?

Disabled persons who would like to work in the federal government; federal departments and agencies

What is it?

The Access Program for Handicapped People provides inexperienced disabled Canadians with on-the-job training in federal departments and agencies. Positions range from customs inspectors, computer programmers and administrative officers to word processors, stenographers and office composing equipment operators. Departments involved in the program may be subsidized for up to six months of salary costs and person-year resources, and they may borrow technical aids to assist their disabled trainees. Once the training period is over, the departments must offer continuing employment to successful trainees.

Any relevant publications?

Access, free brochure

More information from:

Co-ordinators of Services to Disabled People at regional offices of the **Public Service Commission** *see under* "Recruitment into the Federal Public Service", page 34

Outreach Program

Service **$**

Who benefits?

Individuals who experience special difficulties competing in the labour market; non-profit community organizations

What is it?

This program helps improve the employability of special groups, including disabled persons, that have difficulty in obtaining employment through the regular services of Canada Employment centres. The program contributes financially to projects set up by non-profit community organizations to provide employment services to these groups. In many cases these agencies already offer employment-related services; Outreach enables them to extend their scope. Services are offered to clients until help is no longer required or until the clients can benefit from regular Canada Employment Centre services. Outreach contributions cover a project's payroll, operating costs and special expenses.

Any relevant publications?

The brochure entitled *Outreach* and the *Outreach Newsletter* (published three times a year) are available from

Dennis W. Findlay
Director of Specialized Services
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 994-3210

More information from:

local Canada Employment Centres or regional Outreach co-ordinators (see the addresses section, page 153) or from the

Outreach Program
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 994-3210

Recruitment into the Federal Public Service

Service

Who benefits?

People with intellectual disabilities and physical impairments

What is it?

The Public Service Commission, which conducts most of the hiring for federal government departments, promotes the employment of people with physical impairments and intellectual disabilities. In eight regions across Canada, Co-ordinators of Services for Disabled People ensure that people with disabilities are allowed the same chance to obtain a job as any other qualified applicant. The program includes recruitment, counselling and referral for job interviews or training. Physically disabled persons should arrange to meet with the co-ordinator in their region for an assessment of their qualifications and any special needs before a job becomes available. The co-ordinator can make special adjustments for a job interview — request that the interview be in an accessible location, arrange for sign-language interpretation, technical aids or changes to testing procedures. For all job openings, the disabled applicant will be in competition with others.

People with intellectual impairments are exempt from competition for their first job in the Public Service. Positions they could fill are identified by the Office of Services to Disabled People together with the departments.

Any relevant publications?

Hiring Handicapped People, (free), also available on audio cassette and in summary form in braille

More information from:

Co-ordinators of Services to Disabled People at regional offices of the **Public Service Commission** (see the offices section for addresses, page 153):

Ottawa Headquarters
Manager, Office of Services to
Disabled People — (613) 992-8181

Pacific and Yukon Regional Office, Vancouver
Bradford Bentley — (604) 666-3427

Alberta and the Northwest Territories Regional Office, Edmonton
Sandra Kadey — (403) 420-3144

Saskatchewan District Office, Regina
Doug Kenney — (306) 780-6719

Manitoba District Office, Winnipeg
John Ely — (204) 949-2441

Ontario Regional Office, Toronto
Michael Harper — (416) 973-3145

National Capital Region
Suzanne Azzie (Officer Category) — (613) 996-9676
Diane Norman (Support/Operational Categories) — (613) 996-9676
Ann Richer-Doyle (Psychiatric Disabilities) — (613) 996-9676

Quebec Regional Office, Montréal
Clémence Brodeur — (514) 283-3386

Nova Scotia District Office, Halifax
Sharon Ross — (902) 426-8528

New Brunswick District Office, Moncton
Wallace Polchies — (506) 857-6627

Prince Edward Island District Office, Charlottetown
Greg Hibberd — (902) 566-7027

Newfoundland District Office, St. John's
Marilyn Shortall — (709) 772-4315

TDD — Office of Services to Disabled People
Ottawa — (613) 993-4126 (Teletype)
Vancouver — (604) 666-6868 (Teletype)
Edmonton — (403) 420-3130 (Teletype)
Regina — (306) 780-6719 (Teletype)
Winnipeg — (204) 949-6066 (Teletype)
Toronto — (416) 973-2269 (Teletype)
National Capital Region — (613) 996-1205 (Teletype)
Montréal — (514) 283-2467 (Teletype)
Halifax — (902) 426-6246 (Teletype)
Moncton — (506) 857-6624 (Teletype)
Charlottetown — (902) 566-7039 (Teletype)
St. John's — (709) 772-4317 (Teletype)

Skill Shortages Program

Service | **$**

Who benefits?

All Canadians; employers

What is it?

This program provides training in occupations where there is a current or potential skill shortage, so that workers may remain in competitive employment and employers may meet the demand for certain skills. Wage and training subsidies are available for employers. This program does not have a specific component for disabled individuals, but all individuals fitting the criteria are eligible for training.

Who is eligible?

Currently employed or self-employed individuals, persons seeking employment in shortage occupations and employers providing training and work experience

Any relevant publications?

Skill Shortages Program, (free)

More information from:

local Canada Employment Centres or from

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9

(819) 953-1316

Technical Aids in the Public Service

Service

Who benefits?

Disabled employees and trainees in the Public Service

What is it?

Technical aids are loaned to departments for their disabled employees and for trainees working under the Access Program for Handicapped People. Access Program trainees have priority use of the aids. Some examples of these devices are, for visually impaired people – talking microcomputers, optic scanners that read printed material out loud, electronic braille terminals, closed circuit TV reading systems (for partially sighted persons); for persons with hearing impairments – FM transmitting/receiving systems that amplify the speaker's voice, telecommunications devices; for speech impaired persons – keyboard memowriters, synthetic speech output communication systems; for people with mobility and co-ordination impairments – reaching aids, including a self-elevating wheelchair, ability switches, microcomputers and telephone systems.

Any relevant publications?

Access, free brochure

More information from:

Co-ordinators of Services to Disabled People at regional offices of the **Public Service Commission** *see under* "Recruitment into the Federal Public Service", page 34

Vocational Rehabilitation of Disabled Persons

Service **$**

Who benefits?

Disabled persons

What is it?

Under this program, the federal government shares with the provincial/territorial governments the costs of undertaking a comprehensive program for the vocational rehabilitation of disabled persons. This financial assistance helps the provinces/territories provide vocational rehabilitation services and related goods to physically, intellectually and psychiatrically disabled persons, alcoholics and drug addicts, to enable them to become capable of pursuing regularly a substantially gainful occupation.

More information from:

Social Assistance and Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2916

Health, Safety and Social Services

Canada Assistance Plan/Welfare Services

Service | $

Who benefits?

All Canadians, through provincially administered social welfare programs

What is it?

The federal government, through the Canada Assistance Plan, may share in the cost to the provinces/territories and municipalities of providing social services to persons who are in need or likely to become in need unless they receive these services. The provinces/territories, however, are responsible for administering the program and for determining whether they are prepared to support a given service and to what extent. The program is administered through each province's regional social service offices. While the Canada Assistance Plan is not specifically designed for disabled persons, this target group may benefit from its services. Services such as counselling, homemaker and home-aid services, rehabilitation services, day care, crisis intervention, and information referral may be funded through the program.

Any relevant publications?

Basic Facts on Social Security Programs, free from

Information Resources
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

More information from:

Social Assistance and Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2916

CN Employee Assistance Program

Service

Who benefits?

CN employees

What is it?

This program helps employees who have become addicted to alcohol or drugs or who have other personal problems, to deal with those problems and to continue as productive employees.

More information from:

Employee Assistance Program
Employee Relations
Canadian National
Post Office Box 8100
Montréal, Quebec
H3C 3N4

(514) 399-5430

CN Employee Rehabilitation Committees

Service

Who benefits?

CN employees

What is it?

CN's Rehabilitation Committees help employees who have had a debilitating injury or disease to rehabilitate themselves and either return to their job or, through the aid of special services, assume another position in or outside the company that accommodates their disability.

More information from:

Employee Relations
Canadian National
Post Office Box 8100
Montréal, Quebec
H3C 3N4

(514) 399-5430

Disabled Persons Unit

Service

Who benefits?

Disabled persons and other interested persons

What is it?

The Unit acts as a focal point to promote the well-being of persons with disabilities. A primary concern is the development of information on community support programs which enable disabled persons to live as independently as possible. Information on available technical aids and devices and the promotion of research and demonstration are also identified as major activities for the Unit. Projects in all of these areas can be developed in co-operation with other governmental, non-governmental and consumer organizations, usually on a cost-shared basis.

Any relevant publications?

Help Yourself! Hints from the Handicapped, (free)
Independent Living Series, (free)

More information from:

Disabled Persons Unit
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2886

TDD (613) 957-2886

Duty-Free Import of Goods for Disabled Persons

$

Who benefits?

All disabled persons; hospitals; self-help and service organizations

What is it?

Individuals, doctors, hospitals or other organizations may import aids for disabled persons free of customs duty, federal sales tax or both. Items include aids to locomotion, braces, hearing aids, prosthetic devices, devices for verbally and visually impaired people, articles for training children with mental impairments, and others.

Most goods require only an oral declaration that they are for the use of a disabled person, and written documentation, other than the normal customs documents, is not necessary. Duty rates and the wording of tariff items are the responsibility of the Department of Finance.

Any relevant publications?

A complete list of eligible items, including information on applicable duty and federal sales tax status, is given in the Revenue Canada, Customs and Excise publication *Importing Goods for the Disabled*, 1982, Catalogue #Rv 31-16/1982, ISBN 0-662-52001-7.

More information from:

regional **Customs** offices see the addresses section, page 153

Health Promotion Contribution Program

Who benefits?

Disabled persons as well as children and youth, the elderly, women

What is it?

This program provides funding through the regional offices of Health and Welfare Canada for projects that encourage Canadians to maintain good health and avoid health risks. A number of projects have been directed at increasing the knowledge and skills of disabled persons so that they can adjust to their disabilities and handicaps. Direct involvement of communities in defining their health concerns and in carrying out health promotion activities is the central strategy of the program.

Any relevant publications?

Health Promotion Contribution Program, pamphlet, (free)
The Book of Abstracts, projects funded, (free)

More information from:

regional offices of Health and Welfare Canada (see the addresses section, page 153) or from

Regional Services
Health Promotion Directorate
Health and Welfare Canada
Jeanne Mance Building, 4th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8869

Health Services Funding

$

Who benefits?

All Canadians

What is it?

Under the Extended Health Care Services provisions of the Canada Health Act, 1984, the federal government makes an equal per capita cash contribution to the provinces and territories in respect of certain long-term institutional care services for adults (nursing home intermediate care and adult residential care services) and community-based services for adults and children (home care and ambulatory health care services).

The virtually unconditional nature of this cash contribution gives the provinces considerable flexibility in the development, organization and implementation of these services. As a consequence however, the availability and comprehensiveness of the services provided vary greatly across the country, and indeed within the provinces themselves.

Any relevant publications?

Profiles on Home Care / Home Support Programs, 1985, (free)

More information from:

Health Insurance Directorate
Health and Welfare Canada
Ottawa, Ontario
K1A 1B4

(613) 954-8690

Human Resources

Service

Who benefits?

The provinces, professional associations, concerned voluntary organizations

What is it?

The Health Human Resources Division, together with the provinces, is interested in various aspects of the planning of human resources within the different health sectors: needs, level and allocation of personnel, regulations, training, etc. With regard to rehabilitation personnel, the Division published, in 1983, a document entitled *Rehabilitation Therapy Personnel — Revised Edition.* At present, following a request by the Conference of Deputy Ministers of Health, the Division is participating with the provinces in a new study and in the development of recommendations on rehabilitation personnel in Canada. The Division works in co-operation with the provinces through the Federal/Provincial Advisory Committee on Health Human Resources.

More information from:

Health Human Resources Division
Health and Welfare Canada
Jeanne Mance Building, 8th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8670

Medical Rehabilitation

Service | $

Who benefits?

The general public

What is it?

The Community Health Services Division provides consulting and advisory services to Health and Welfare Canada and the public on medical rehabilitation, with an emphasis on community-based services. Funding is provided for some organizations serving disabled people, through the Program of Sustaining Grants to National Voluntary Health Organizations (NVHO). The total budget for the sustaining grants program is approximately three million dollars per year. Work is done in co-operation with other federal and provincial departments and agencies, voluntary and professional organizations.

Any relevant publications?

Proceedings of the Canadian Congress of Rehabilitation, (free)
Rehabilitation Research — Canada

More information from:

Community Health Services Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8639 and 954-8638 (NVHO)

TDD (613) 954-8639

Mental Health Services

Service

Who benefits?

Provincial governments, through the federal-provincial Advisory Committee on Mental Health; professionals working in the field of mental health; other federal departments; and the general public

What is it?

The Mental Health Division produces the magazine *Canada's Mental Health* and other publications related to mental health, illness and impairment, and the special services to meet the needs of the mentally ill/impaired, especially patients with long-term psychiatric disabilities. In co-operation with federal, provincial, voluntary and professional organizations, the Division organizes activities directed towards stimulating mental health research, identifying models of effective treatment and care, and promoting mental health. The development of strategies to prevent mental illness, and the promotion of models of service delivery to groups such as children and adolescents, immigrants and refugees, and the elderly are important activities of the Division.

Any relevant publications?

Canada's Mental Health, magazine, (subscription charge outside Canada)

More information from:

Mental Health Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8643

National Health Services Guidelines

Service

Who benefits?

The provinces and territories, health institutions, health professionals and the general public

What is it?

The Institutional and Professional Services Division, in co-operation with federal and provincial health care authorities and professional health associations and agencies, develops guidelines for a wide variety of institutional and professional services. Guidelines for rehabilitation services and long-term institutional care have been developed and are being expanded and updated. The Division, via interdisciplinary national task forces, develops clinical guidelines for prevention, early detection, assessment, and treatment of hearing impairment in children and adults (aged 16 or older). Examination of differential needs of hearing impaired persons at home or in schools, universities, industries, communities, and in hospitals (including early detection in infancy) is an important element in developing guidelines for services for hearing impaired persons.

Any relevant publications?

Rehabilitation guidelines and reports are available, as well as a promotional Awareness Kit on Childhood Hearing Impairment

More information from:

Institutional and Professional Services Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4

(613) 954-8608

National Welfare Grants

$

Who benefits?

Individuals and a wide range of groups involved in social services

What is it?

This program assists in the development of social welfare services in Canada by providing grants to public, voluntary and non-profit organizations. There are two kinds of financial assistance — grants that support short-term, specific research, and voluntary action projects; and grants that help sustain national voluntary social service organizations.

Any relevant publications?

National Welfare Grants and *Sustaining Grants*, free brochures

More information from:

National Welfare Grants
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2895

Native People Rehabilitation Services

Service | $

Who benefits?

Disabled native people

What is it?

Indian and Inuit Affairs programs fund rehabilitation services provided through the provinces or rehabilitation agencies to native people with physical, mental or social disabilities. These services include skill assessment, counselling, development of rehabilitation plans, on-going rehabilitation in special residential programs and subsidization of individuals who wish to undertake special programs on improving self-sufficiency. Persons eligible for this assistance are Inuit, and Indians on reserves who cannot afford the cost of rehabilitation.

More information from:

Indian and Northern Affairs regional offices (see the addresses section, page 153) or from

D. Coulson
Director General
Social Development
Indian and Northern Affairs Canada
Ottawa, Ontario
K1A 0H4

(819) 994-3995

Occupational Information and Advisory Service

Service

Who benefits?

Working people and organizations

What is it?

This service provides information and advice on all aspects of occupational health and safety, including occupationally related disabilities and the safety of workers with disabilities. You may contact the CCOHS inquiry service with specific questions, or write, phone or telex for the Centre's publications. Organizations concerned with occupational health and safety may use CCINFO, the national computerized information retrieval service (to obtain access call On-Line Services at 1-800-263-8276 or 416-572-2981). CCOHS services are free and confidential.

More information from:

Canadian Centre for Occupational Health and Safety
250 Main Street East
Hamilton, Ontario
L8N 1H6

(416) 572-2981
Toll-free calls: 1-800-263-8276

Telex 061-8532

Safety Standard for Elevating Devices

Service

Who benefits?

Persons with motor impairments

What is it?

A safety standard applying to elevating devices for disabled workers is now included in Part IV of the Canada Occupational Safety and Health Regulations that were proclaimed under the Canada Labour Code on 13 March 1986. According to the regulations, elevating devices used by employees must conform to CSA Standard CAN3-B355-M81, Safety Code for Elevating Devices for the Handicapped, and are to be "used, operated and maintained" in accordance with that standard.

More information from:

Jane Caskey
Women's Bureau
Labour Canada
Ottawa, Ontario
K1A 0J2

(613) 953-0051

Treatment for Disabled Veterans

Service | **$**

Who benefits?

Four groups of pensioned veterans are eligible: those who

— require treatment directly related to their pensioned condition;
— are on the Veterans Independent Program;
— receive War Veterans Allowance or who are near-recipients of War Veterans Allowance;
— are residents in institutions owned or run by Veterans Affairs.

What is it?

General medical and dental treatment benefits are provided to qualified disability pensioners either by the Department of Veterans Affairs or at the Department's expense. In the latter case, pensioners may ask the Department to reimburse them for costs or have the bills sent directly to the Department.

Any relevant publications?

Pensions for Death and Disability Related to Military Service, (free)

More information from:

district offices of the **Department of Veterans Affairs** see the addresses section, page 153

Veterans' Attendance Allowance

$

Who benefits?

Pensioned veterans who are completely disabled

What is it?

In certain circumstances the Canadian Pension Commission awards an attendance allowance, ranging from $131 to $820 per month, to disabled veterans who require assistance to care for themselves.

Any relevant publications?

Pensions for Death and Disability Related to Military Service, (free)

More information from:

district offices of the **Department of Veterans Affairs** *see* the addresses section, page 153

Veterans' Clothing Allowance

$

Who benefits?

Pensioned veterans who are amputees, who must wear special appliances, or who require specially made clothing

What is it?

An allowance ranging from $10 up to $93 is available to help purchase special apparel and to compensate for the wear and tear or excessive soiling of clothes.

Any relevant publications?

Pensions for Death and Disability Related to Military Service, (free)

More information from:

district offices of the **Department of Veterans Affairs** see the addresses section, page 153

Human and Civil Rights

Anti-Discrimination in Federal Organizations

Service

Who benefits?

All disabled people

What is it?

The Canadian Human Rights Commission acts as a watchdog against discrimination in federal organizations. The Canadian Human Rights Act, administered by the Commission, accords all persons with equal access to goods, services, facilities, accommodation or employment, without being discriminated against for reasons such as mental or physical disability, and drug or alcohol dependence. The Commission provides information and advice concerning application of the Act and its own work, and it administers human rights training to employers, purveyors of goods and services, unions, groups and individuals.

Any relevant publications?

The following publications (also available in braille) may be obtained from

Publications
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1

Canadian Human Rights Act: A Guide
Harassment Policy
Prohibited Grounds Chart
What is Harassment?
Your Complaint
Annual Report 1984
Notebook leaflets — include a series of questions and answers concerning discrimination based on a number of grounds, including mental and physical disability and drug or alcohol dependence.

More information from:

regional offices of the Canadian Human Rights Commission or from

Ed Scallen
Chief, Information and Production
Public Program Branch
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1

(613) 995-1151 (Collect calls are accepted throughout Canada.)

TDD (Collect calls accepted.)

National office (613) 996-5211 (Visual Ear)

Regional offices
Western Region (Vancouver) — (604) 666-3071 (Visual Ear)
Alberta and Northwest Territories (Edmonton) —
(403) 420-4108 (Visual Ear)
Prairies Region (Winnipeg) — (204) 949-2882 (Visual Ear)
Ontario Region (Toronto) — (416) 973-8912 (Visual Ear)
National Capital Region (Ottawa) — (613) 998-5927 (Visual Ear)
Quebec Region (Montréal) — (514) 283-1869 (Visual Ear)
Atlantic Region (Halifax) — (902) 426-9345 (Visual Ear)

Complaints of Discrimination in Federal Organizations

Service

Who benefits?

All disabled persons

What is it?

Complaints of discrimination against people who have physical or mental disabilities or a dependence on drugs or alcohol are investigated by the Complaints and Compliance Branch of the Canadian Human Rights Commission, if the complaint falls under federal jurisdiction. The Commission investigates both individual and group complaints.

Any relevant publications?

The following publications (also available in braille) may be obtained from

Publications
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1

Canadian Human Rights Act: A Guide
Harassment Policy
Prohibited Grounds Chart
What is Harassment?
Your Complaint
Annual Report 1984
Notebook leaflets — include a series of questions and answers concerning discrimination based on a number of grounds, including mental and physical disability and drug or alcohol dependence.

More information from:

regional offices of the Canadian Human Rights Commission or from

David Hosking
Chief, National Investigation
Complaints and Compliance Branch
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1

(613) 995-1151 (Collect calls are accepted throughout Canada.)

Income Support

Canada Assistance Plan — Financial Assistance

Who benefits?

All Canadians, through provincially administered social welfare programs

What is it?

The federal government, through the Canada Assistance Plan, assists Canadians by sharing in the cost of assistance granted to persons in need. However, the provision of assistance is under provincial jurisdiction and the province/territory is responsible for determining eligibility, deciding on the amount of assistance and other regulations, including those governing assets and income. This program is administered through each province's regional social services offices.

Any relevant publications?

Basic Facts on Social Security Programs, free from

Information Resources
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

More information from:

Social Assistance and Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2916

Canada Pension Plan: Disability Pension

$

Who benefits?

Persons having a severe and prolonged disability who, while gainfully employed, have contributed to the Canada Pension Plan (CPP) for a minimum qualifying period. The disability must be a mental or physical condition which seriously affects the ability to earn, and will do so for more than a temporary period.

What is it?

It is a monthly pension consisting of a flat-rate portion plus an earnings-related portion equal to 75 per cent of the contributions imputed retirement pension. The CPP operates in all provinces except Quebec. That province exercised its constitutional prerogative to operate a similar provincial plan in lieu of CPP. The Plan is administered by Health and Welfare Canada and funded by CPP contributions.

Any relevant publications?

Canada Pension Plan Disability Benefits — The Simple Facts, booklet and fact sheet. This and other booklets and fact sheets are available at no cost from any Client Service Centre.

More information from:

Client Service Centres (Income Security Programs) see the addresses section, page 153, or from

Income Security Programs
Health and Welfare Canada
Ottawa, Ontario
K1A 0L4

(613) 990-1500

Canada Pension Plan: Disabled Contributor's Child Benefits

$

Who benefits?

A child dependent on a beneficiary of a Canada Pension Plan (CPP) disability pension

What is it?

A flat-rate monthly benefit is paid for the behalf of a dependent child, if the child is under 18, or up to the age of 25 if the child is a student. If schooling is interrupted, the benefits will be discontinued, but will be reinstated if the child returns to school. The CPP operates in all provinces except Quebec. That province exercised its constitutional prerogative to operate a similar provincial plan in lieu of CPP. The Plan is administered by Health and Welfare Canada and funded by CPP contributions.

Any relevant publications?

Canada Pension Plan Disability Benefits — The Simple Facts, booklet and fact sheet. This and other booklets and fact sheets are available at no cost from any Client Service Centre.

More information from:

Client Service Centres (Income Security Programs) see the addresses section, page 153, or from

Income Security Programs
Health and Welfare Canada
Ottawa, Ontario
K1A 0L4

(613) 990-1500

Income Tax Disability Deduction

$

Who benefits?

Taxpayers with mental or physical impairments

What is it?

A disability deduction of $2860 may be claimed for income tax purposes by taxpayers with a mental or physical impairment that restricts their daily activities. Claimants should file form T2201, *Disability Deduction Certificate*, signed by their doctor, along with their income tax return. This form is available at all district Taxation offices.

More information from:

Revenue Canada Taxation district offices *see* the addresses section,, page 153

TDD Toll-free throughout Canada 1-800-665-0354
(Superphone)

Income Tax Medical Expenses Deduction

$

Who benefits?

Taxpayers with high medical bills

What is it?

Medical expenses paid by taxpayers for themselves, their spouses or their dependants are partly deductible for income tax purposes. The deductible amount is the portion of expenses that exceeds three per cent of the taxpayer's net income.

More information from:

Revenue Canada Taxation district offices see the addresses section, page 153

TDD Toll-free throughout Canada 1-800-665-0354
(Superphone)

Military Disability Pensions

$

Who benefits?

Members or former members of the Canadian Forces who have a disability resulting from an injury or a disease or the aggravation of either of these that

- is attributable to or was incurred during service in wartime, the Special Force on Active Service (Korea), Special Duty areas such as Egypt, Indochina, Kashmir, Cyprus, during certain periods; or
- arose out of or was directly connected with military service in peacetime

What is it?

Compensation is awarded in the form of a pension ranging from $62 to $2201 per month for disabilities resulting from injury or disease incurred during military service.

Any relevant publications?

Pensions for Death and Disability Relating to Military Service, (free)

More information from:

district offices of the **Department of Veterans Affairs** see the addresses section, page 153

Veterans' Exceptional Incapacity Allowance

$

Who benefits?

Disabled, pensioned veterans whose disabilities are assessed at 100 per cent

What is it?

The Canadian Pension Commission may award a special monthly allowance, ranging from $218 to $656 per month, in addition to the pension already received by a disabled veteran whose disabilities are assessed at 100 per cent and who is exceptionally incapacitated.

Any relevant publications?

Pensions for Death and Disability Related to Military Service, (free)

More information from:

district offices of the **Department of Veterans Affairs** see the addresses section, page 153

Independent Living

Banknote Reader

Service

Who benefits?

Persons with visual impairments

What is it?

A pocket-size banknote reader has been developed by the Bank of Canada in consultation with organizations representing visually impaired people. It is designed to work with the new two- and five-dollar bills that were issued in 1986. When one of these is inserted into the reader, a synthesized voice reads out the denomination. The device exists in prototype form only at the moment, but should be available to consumers by the time the new ten- and twenty-dollar bills are issued within the next few years.

More information from:

Canadian National Institute for the Blind, the Canadian Council of the Blind or

Don Adolph
Bank of Canada
234 Wellington Street
Ottawa, Ontario
K1A 0G9

(613) 782-8870

Federal Co-operative Housing Program

Who benefits?

Continuing not-for-profit co-operatives

What is it?

Financial support is available to co-operatives to provide modest housing for their members. Co-operatives selected under the program may finance up to 100 per cent of project capital costs through a CMHC-insured index-linked mortgage from a private lender. Assistance is also available in the first year to reduce monthly charges to the market rent level, where operating costs would normally require them to be higher. New groups forming a co-operative can apply for Proposal Development Funding to finance the expense of developing a project proposal. The funding takes the form of an interest-free loan repayable from the mortgage financing if the housing project proceeds. For application deadlines, more information on this program or the Rent Supplement Program, or to get in touch with non-profit resource groups that can assist in developing a housing project, see below under "More information".

Any relevant publications?

Brochures on the Federal Co-operative Housing and Rent Supplement programs, (free)
Housing Disabled Persons, ($3.00)

More information from:

regional Canada Mortgage and Housing Corporation offices (see the addresses section, page 153), local CMHC offices throughout Canada or from

Jim Taggart
Chief, Improvements
Social Housing Group
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

(613) 748-2375

Mobility Units (Federal Co-operative Housing Program)

Service **$**

Who benefits?

People whose disabilities require physical adaption to standard housing

What is it?

Mobility units are dwellings that provide a minimum level of accessibility for disabled persons. The Canada Mortgage and Housing Corporation requires federal co-operative housing projects to include these or custom-designed units, in a minimum proportion of five per cent of the total number of units. Depending on their income, prospective occupants of these units may be eligible for rent supplement assistance that reduces their shelter costs to as low as 25 per cent of their income. For further information on the Federal Co-operative Housing Program, the Rent Supplement Program, or to get in touch with existing co-operatives or resource groups see below *under* "More information".

Who is eligible?

Households that include a disabled person

Any relevant publications?

Brochures on the Federal Co-operative Housing and Rent Supplement programs, (free)
Housing Disabled Persons, ($3.00)

More information from:

regional Canada Mortgage and Housing Corporation offices (see the addresses section, page 153), local CMHC offices throughout Canada or from

Jim Taggart
Chief, Improvements
Social Housing Group
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

(613) 748-2375

Mobility Units (Non-Profit and Urban Native Housing programs)

Service | $

Who benefits?

Households in need that include a person with a disability

What is it?

Five per cent of the units produced under the Urban Native and Non-Profit Housing programs must be mobility units providing minimum accessibility to people with functional limitations. Project sponsors are also financially encouraged to provide additional design features for special adaptations: the cost of these, up to 12 per cent of the maximum unit price, are eligible for assistance. If a unit is modified further after occupancy, the cost is absorbed into the project's Modernization and Improvements budget. Occupants' rents would therefore not be affected by the adaptations. All occupants of mobility units are eligible for rent assistance based on income. The Canada Mortgage and Housing Corporation administers the Urban Native Housing Program in the Northwest Territories, Yukon, British Columbia, Alberta, Ontario, New Brunswick, Nova Scotia, Prince Edward Island; and the Non-Profit Housing Program in Prince Edward Island. In Saskatchewan, Manitoba, Quebec and Newfoundland, the Urban Native and Non-Profit Housing programs are delivered by the provinces.

Any relevant publications?

Housing Disabled Persons, ($3.00)

More information from:

regional Canada Mortgage and Housing Corporation offices (see the addresses section, page 153), local CMHC offices throughout Canada or the provincial government offices in Saskatchewan, Manitoba, Quebec and Newfoundland, or from

L. Smith
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

(613) 748-2380

Native People Social Allowance and Adult Care

Service | $

Who benefits?

Disabled native peoples

What is it?

A social allowance providing for basic needs is available to disabled native people in provinces where no income maintenance program for disabled persons exists. The Department of Indian and Northern Affairs Canada also provides a range of health and social services to disabled and elderly native people which encourage them to be self-sufficient within the context of their families and communities. These services offer car assessment, treatment, rehabilitation and supportive care in a variety of settings — individual homes; institutions, such as nursing homes; and drop-in centres. Home support services include homemaker and handy-man services and transportation. The program also aims to prevent or curtail disability resulting from chronic physical, developmental or emotional impairment.

More information from:

Indian and Northern Affairs regional offices (see the addresses section) or from

D. Coulson
Director General
Social Development
Indian and Northern Affairs Canada
Ottawa, Ontario
K1A 0H4

(819) 994-3995

New Horizons

$

Who benefits?

Older, retired persons

What is it?

The primary goal of the New Horizons program is to alleviate loneliness by making contributions available to groups of seniors who wish to pursue activities which are of benefit to themselves and to their communities. To be eligible for a contribution, projects must be initiated, organized and developed by a group of no less than ten persons, the majority of whom are older and retired, who are willing to act as directors of the projects.

Projects must be non-profit in nature. Funds are not available for salaries to project directors or participants or for travel. Limited funds are available for capital expenditures. Projects may be funded for a period of 18 months.

Categories of activities funded are sports, fitness and recreation; senior citizens' organization development; arts and crafts; historical activities; service-oriented activities; educational activities; media, information and research; social integration; performing arts and entertainment.

Any relevant publications?

New Horizons Information Kit, (free)

More information from:

New Horizons, Information and Liaison
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 958-2880

Information is also available from New Horizons regional offices see the addresses section, page 153.

Residential Rehabilitation Assistance Program for Disabled People

Who benefits?

Disabled homeowners and people with disabilities living in rented accommodation

What is it?

This program provides financial aid to homeowners and landlords to improve the accessibility of their property and to adapt the dwelling to the needs of the disabled person who is occupying or who will be occupying the unit. The funds can be used to help cover the cost of material and labour for such items as ramps and kitchen and bathroom modifications.

Any relevant publications?

Items eligible for financial assistance are listed in information sheet NHA 5895, *A Modification Checklist*, (free).

Other publications include
Housing Disabled Persons, ($3.00)
NHA 5897 *Specific Disabilities and Home Modifications for Independent Living*, (free)
NHA 5901 *The Residential Rehabilitation Assistance Program (RRAP) for the Disabled*, (free)

These are available from the address below, as well as from regional Canada Mortgage and Housing Corporation offices (see the addresses section, page 153), local CMHC offices throughout Canada, and from the provincial housing authorities in Saskatchewan, Quebec, Newfoundland and New Brunswick.

More information from:

Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

(613) 748-2681

Veterans Independent Program (VIP)

Service **$**

Who benefits?

War disability pensioners
—whose long-term health needs are related to their pensioned condition;
—who are 65 years of age or older and whose payments under Old Age Security (OAS) legislation prevent them from receiving War Veterans Allowance (WVA);
—who are veteran WVA recipients;
—(as of January 1988) who are 65 years of age or older, who have given theatre-of-war service and whose payments under OAS prevent them from receiving War Veterans Allowance.

What is it?

VIP helps veterans maintain or improve their quality of life by assisting them in remaining healthy and independent in their own homes or communities. It provides for home care, home adaptations, ambulatory health care, transportation, adult residential and nursing home intermediate care.

Any relevant publications?

Veterans Independent Program, (free)

More information from:

district offices of the **Department of Veterans Affairs** see the addresses section, page 153

Information / Communications

Advisory Group on National Library Services for Handicapped Persons

Service

Who benefits?

All disabled persons

What is it?

The National Library's Advisory Group meets once a year to examine the services for disabled persons available through the National Library and to give direction concerning special services in the Library's programs and policies.

More information from:

Service for Handicapped Persons
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4

(613) 992-7811

TDD (613) 992-6969 (Teletype)

Audio Tax Guide

Service

Who benefits?

Persons with visual impairments

What is it?

The General Income Tax Guide is available on two-track cassette to assist persons with visual impairments in completing their tax return.

More information from:

Revenue Canada Taxation district offices (see the addresses section, page 153), or offices of the Canadian National Institute for the Blind

Canadian Congenital Anomalies Surveillance System (CCASS)

Service

Who benefits?

Provincial governments (departments of health, Vital Statistics), university researchers, voluntary agencies, medical health officers, lay associations, individual citizens and international agencies

What is it?

CCASS is a population-based registry of all children diagnosed with a congenital birth defect in the first year after birth in participating provinces. The data are used to detect trends in occurrence over time and clusters of cases in small areas, to assess the survival potential of children with birth defects, to do research into the causes of birth defects and to serve as an information resource to all levels of government, universities, voluntary agencies and the public.

More information from:

Laboratory Centre for Disease Control
Health and Welfare Canada
Ottawa, Ontario
K1A 0L2

(613) 957-0843

Closed Captioned Television

Service

Who benefits?

People with hearing impairments

What is it?

Closed captioned television programs (indicated by CC in TV guides) show a printed version of words spoken in a program. The captions may appear at the bottom of the TV screen or beside the person speaking in the picture. In the case of an exchange of dialogue, the captions alternate from one side of the screen to the other. The CBC news is captioned by the Corporation's own staff. Captioning for all other programs is purchased from the Canadian Captioning Development Agency. The captioning is encoded in the television signal and can be seen only by people with a home decoder. When set at the text position, the decoder also allows people to view CBC's weekly program listings with the latest updates. Decoders are available at various retail outlets (see below).

More information from:

Public Relations
Canadian Broadcasting Corporation
Post Office Box 8478
Ottawa, Ontario
K1G 3J5

(613) 738-6783

TDD (613) 733-8868

A list of retailers selling decoders is available from the following addresses:

Canadian Captioning Development Agency
95 Barber Greene Road, Suite 208
Don Mills, Ontario
M3C 3E9
(416) 445-7022

Agence canadienne de développement du sous-titrage
910 De la Gauchetière East, Suite 2208
Montréal, Quebec
H3A 1G8
(514) 284-9125

Sous-titrage Plus Inc.
216 Springdale
Pointe-Claire, Quebec
H9R 2R5
(514) 697-2950

Closed-captioned Television Programs on Income Tax Returns

Service

Who benefits?

Persons with hearing impairments

What is it?

Television programs on completing income tax returns are offered to TV stations across Canada during the filing period. These are captioned so that a printed version of the broadcast is available to persons with a home decoder.

More information from:

Revenue Canada Taxation district offices see the addresses section, page 153

TDD Toll-free throughout Canada 1-800-665-0354
(Superphone)

Completing the Income Tax Return

Service

Who benefits?

Taxpayers who need help to complete their income tax return

What is it?

At tax time each year volunteers from Revenue Canada Taxation's Volunteer Program provide assistance to taxpayers who cannot complete their return because of age, disability, language or other reasons. Both individuals and organizations are trained by district taxation office staff. Their services are then provided free in the community.

Taxpayers who have access to a telecommunications device for the deaf can get answers to their tax questions by calling Revenue Canada Taxation's TDD inquiry service.

Any relevant publications?

Lend a helping hand at tax time, (free)

More information from:

Revenue Canada Taxation district offices *see* the addresses section, page 153

TDD Toll-free throughout Canada 1-800-665-0354
(Superphone)

Consumers Advisory Committee

Service

Who benefits?

All disabled people

What is it?

The Consumers Advisory Committee explores ways that standards development can assist people with disabilities. It welcomes comments from the public.

Any relevant publications?

Can You Help Set the Standards, a brochure describing the committee and consumer advisory panels that operate across the country under the Canadian Standards Association

More information from:

Public Relations
Standards Council of Canada
350 Sparks Street
Ottawa, Ontario
K1R 7S8

(613) 238-3222
Toll-free 1-800-267-8220

CRTC Service for Hearing Impaired Persons

Service

Who benefits?

People with hearing impairments

What is it?

The Canadian Radio-television and Telecommunications Commission regulates Canada's broadcasting system, including radio, television, cable television, pay television and specialty services. Its authority extends to federally regulated telecommunications carriers (Bell Canada, the British Columbia Telephone Company, CNCP Telecommunications, Telesat Canada, Terra Nova Telecommunications Inc. and NorthwesTel Inc.). According to a 1985 CRTC decision, Bell Canada and BC Tel are to provide a message relay service for hearing impaired persons 24 hours a day, seven days a week. The service permits people with a telecommunications device for the deaf to communicate with any other telephone subscriber through an intermediary, specially trained telephone operator. CRTC TV broadcasting policy emphasizes the provision of services such as closed captioning for hearing impaired persons and requires that they become increasingly available.

More information from:

Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario
K1A 0N2

(819) 997-0313

TDD (819) 994-0423 (Visual Ear)

Disability Information Service of Canada (DISC)

Service

Who benefits?

Persons interested in information on disabled persons or disability

What is it?

DISC is a national computerized information network permitting an exchange of information among disabled persons and organizations, professionals and governments. The information available through DISC covers a range of issues concerning disabled persons. Members may access the network or the mainframe using a telecommunications device for the deaf or a microcomputer. Technical advice, training and organizational support are provided to people interested in joining the DISC network.

Who is eligible?

Membership in the network is open to groups and individuals who wish to share information.

Any relevant publications?

Application forms and the brochure, *Disability Information Service of Canada*, (free), also available in braille and/or on audio tape

More information from:

the following regional DISC representatives:

Western Canada
Staff at the Walter Dinsdale Centre
University of Calgary (403) 270-8100

Ontario
Randy Tighe
Ontario Institute for Studies in Education
Toronto (416) 537-2585

Quebec
Barb Cusinato
Montréal (514) 251-1383

Atlantic Canada
Ted Strong
Atlantic Centre for Disabled Students
St. Mary's University
Halifax (902) 429-9780

Films and Videocassettes on Disability

Service

Who benefits?

All Canadians, particularly groups or individuals interested in support for disabled people

What is it?

Films and videocassettes on disability produced by the National Film Board, the CBC and independent filmmakers are available from the National Film Board. Topics include access to public transit and public buildings; barrier-free housing; employment, education and lifestyles of disabled people; skiing; Down's syndrome; adoption of disabled children; teaching deaf children; and others. Films are available on loan from community film libraries, educational film libraries, as well as from the National Film Board. The Board's libraries have a film reservation system and self-service facilities. Videocassettes (VHS and Beta) may be rented for $2.00 per day. The National Film Board produces information sheets on most films, and in some cases, printed support material for specialized use.

Any relevant publications?

Film and Video Catalogue 1986/1987, ($3.00)

More information from:

National Film Board regional offices (see the addresses section, page 153) or from

Head Office
National Film Board of Canada
150 Kent Street
Ottawa, Ontario
K1A 0M9

(613) 996-4259

Health and Activity Limitation Survey

Service

Who benefits?

All Canadians

What is it?

Statistics Canada is conducting a national survey of disabled persons to form a national data base that will be used by governments and the private sector in planning programs and services for disabled persons. It will include information on education, employment, financial assistance, housing, independent living, institutional living, leisure, native peoples and transportation. The first phase of the project, a household survey of disabled Canadians, has been completed. The next phase, a profile of disabled persons living in institutions, is under way, and publication of the complete survey results is scheduled for the spring of 1988.

Any relevant publications?

Background information on the survey is available.

More information from:

Adele D. Furrie
Statistics Canada
R. H. Coats Building
Tunney's Pasture
Ottawa, Ontario
K1A 0T6

(613) 993-4531

TDD (613) 990-8225

Information on Health Care Products

Service

Who benefits?

All disabled persons, service organizations and self-help consumer groups

What is it?

Information identifying Canadian manufacturers of health care products is available by phone or in writing from the Health Care Products Division of the Department of Regional Industrial Expansion.

Any relevant publications?

The *Canadian Medical Devices Directory* lists all known Canadian-made health care products, including those for disabled persons (free to interested organizations).

More information from:

Health Care Products Division
Resource Processing Industries Branch
Department of Regional Industrial Expansion
235 Queen Street, 9th Floor East
Ottawa, Ontario
K1A 0H5

(613) 954-3077

Telex 053-4123
Facsimile 954-1894

Information on Official Languages

Service

Who benefits?

All Canadians

What is it?

The Office of the Commissioner of Official Languages provides information on any matter related to official languages in Canada — more specifically, information pertaining to the Official Languages Act, the Commissioner's mandate, language of service or of work, and the equitable participation of Anglophones and Francophones in federal departments and institutions. The Office also receives complaints from the general public and public servants concerning English and French as languages of work and their use in providing service to the public. It conducts inquiries into complaints involving the implementation of the Official Languages Act in federal departments and institutions.

Any relevant publications?

A variety of printed and audiovisual material is available from the head office, including a brochure on the Official Languages Act in braille.

More information from:

Office of the Commissioner of Official Languages
Head Office
110 O'Connor Street
Ottawa, Ontario
K1A 0T8

(613) 995-7717 (collect calls accepted)

Information is also available from the regional offices of the Commissioner of Official Languages see the addresses section, page 153.

Library Services with Kurzweil Reading Machine

Service

Who benefits?

People with low vision

What is it?

The Statistics Canada library in Ottawa offers among its services a Kurzweil reading machine for people with low vision. This machine reads out print in a synthesized voice when a book or printed page is placed over the machine's glass window (as in xeroxing).

More information from:

Library
Statistics Canada
R. H. Coats Building
Tunney's Pasture
Ottawa, Ontario
K1A 0T6

(613) 990-8219

TDD (613) 990-8225

National AIDS Centre

Service

Who benefits?

People with AIDS and people who are infected with the AIDS virus

What is it?

The National AIDS Centre co-ordinates all departmental activities related to the federal government's response to the AIDS problem in Canada.

More information from:

National AIDS Centre
Health and Welfare Canada
Ottawa, Ontario
K1A 0L2

(613) 957-1772

National Library Service for Handicapped Persons

Service

Who benefits?

Disabled persons and libraries and organizations that provide library services to disabled persons

What is it?

The Service for Handicapped Persons at the National Library of Canada provides information to associations, educational institutions and other organizations that offer library services to help them respond to the special needs of disabled people. The Service publishes reports and short fact-sheets giving information on available technical aids and special format materials (publications in braille or large print, talking books) and it provides advice concerning various impairments and accessibility of library facilities. Training videos on library services for disabled children, adults and older persons are also available to librarians on loan or for copying.

Any relevant publications?

The following material is available from the

Service for Handicapped Persons
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4

Library Services for Handicapped Persons, brochure, (free), also available in braille
Handbook of Library Services for Disabled Canadians, (free)

Videotapes for loan or for copying:
Access: Serving Disabled Persons in the Library
A Place Where I Belong: Serving Disabled Children in the Library
Connections: Serving Older Persons in the Library

The following is available from

Public Relations Office
National Library
of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4
(613) 996-6128
TDD (613) 992-6969

Reasonable Access: A Practical Guide to Assist Federal Government Departments in Making Their Publications Accessible to Print-Handicapped Persons

The following may be obtained from

Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-2560

The Accessible Canadian Library: A Planning Workbook for a Barrier-Free Environment, ($4.25)

More information from:

local libraries, for persons with special needs. Librarians should contact the

Service for Handicapped Persons
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4

(613) 992-7811

TDD (613) 992-6969 (Teletype)

National Library Special Format Materials

Service

Who benefits?

People with visual impairments

What is it?

The National Library maintains on microfiche two union catalogues of information concerning special format materials (braille, talking books, large print publications). One contains entries on available materials, the other on materials currently in production.

More information from:

local libraries, which have access to the catalogues and can request information on special format materials. Librarians should contact the

Interlibrary Loan Division
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4

(613) 996-3566

TDD (613) 992-6969 (Teletype)

Publications on Disabled Persons

Service

Who benefits?

All Canadians

What is it?

Publications containing information on disabled persons are available for reference or purchase at Statistics Canada. The Statistics Canada TDD service at the Ottawa head office and in ten regional reference centres assists persons with a hearing impairment who require information.

Any relevant publications?

Two publications, listed below, are available from the

Affirmative Action Officer
Statistics Canada
Ottawa, Ontario
K1A 0T6
(613) 990-8229
(613) 990-8225 (Visual Ear)

Affirmative Action Annual Report / Statistics Canada, also available in braille or on audiocassette — outlines employment programs in the federal public service that focus on special target groups such as disabled people
Directory of Services for Disabled Employees — concerns Statistics Canada employees

The following publications may be consulted at Statistics Canada reference centres and most depository libraries across the country or purchased from local government-associated bookstores, community bookstores, or from

Publication Sales
Statistics Canada
Ottawa, Ontario
K1A 0T6
(613) 993-5078
Toronto (credit card only) — 973-8018

Highlights From the Canadian Health and Disability Survey, 1983-84, Catalogue #82-563E, ($7.00), also available on audiocassette — contains information on employment, housing, independent living, education, transportation, statistics.
Report of the Canadian Health and Disability Survey, (1983-84) Catalogue #82-555, ($15.00) — contains information on employment, housing, independent living, education, transportation, statistics.

More information from:

Library
Statistics Canada
R. H. Coats Building
Tunney's Pasture
Ottawa, Ontario
K1A 0T6

(613) 990-8219

TDD (613) 990-8225 (Visual Ear)

Information is also available from Statistics Canada reference centres (*see also* the addresses section, page 153):

Toll-free calls

Northwest Territories (area served by NorthwesTel Inc.)
Call collect 420-2011
Yukon and Northern B.C. (area served by NorthwesTel Inc.)
Zenith 0-8913
British Columbia (South and Central) — 1-800-663-1551
Alberta — 1-800-222-6400
Saskatchewan — 1-800-667-3524
Manitoba — 1-800-282-8006
Ontario — 1-800-268-1151
Quebec — 1-800-361-2831
Nova Scotia, New Brunswick, Prince Edward Island — 1-800-565-7192
Newfoundland and Labrador — Zenith 0-7037

Local calls

Vancouver — 666-3691
Edmonton — 420-3027
Regina — 780-5405
Winnipeg — 949-4020
Sturgeon Falls — 753-4888
Toronto — 973-6586
Ottawa — 990-8116
Montréal — 283-5725
Halifax — 426-5331
St. John's — 772-4073

TDD Local calls

Edmonton — 420-3027 (Visual Ear)
Sturgeon Falls — 753-4888 (Visual Ear)
Toronto — 973-6594 (Visual Ear)
Ottawa — 990-8225
Montréal — 283-2703 (Visual Ear)
Halifax — 426-5331 (Visual Ear)

RCMP TDD Service

Service

Who benefits?

Persons with hearing or speech impairments

What is it?

Telecommunications devices for the deaf at RCMP posts in major cities throughout Canada enable people with hearing or speech impairments to call the force at any time of day or night for help or information. Persons living outside these cities can call collect to the nearest RCMP office offering the service (in New Brunswick and Newfoundland call the toll-free number).

More information from:

Royal Canadian Mounted Police
Head Office
Headquarters Building
1200 Alta Vista Drive
Ottawa, Ontario
K1A 0R2

TDD

Ottawa Headquarters:

Information, Main Desk — (613) 993-2232 (Visual Ear)
Public Service Personnel, Administration Branch (Normal working hours only) — (613) 993-7778 (Visual Ear)
Public Service Human Resources Planning and Development Branch (normal working hours only) — (613) 993-2236 (Visual Ear)

RCMP Divisions:

Whitehorse (24 hours) — (403) 667-5502 (Visual Ear)
Yellowknife (24 hours) — (403) 920-6666 (Visual Ear)
Vancouver (24 hours) — (604) 738-3332 (Visual Ear)
Edmonton (24 hours) — (403) 471-9675 (Visual Ear)
Regina (24 hours) — (306) 780-6788 (Visual Ear)
Winnipeg (24 hours) — (204) 949-4205 (Visual Ear)
Toronto (24 hours) — (416) 973-9785 (Visual Ear)
Ottawa (24 hours) — (613) 993-3887 (Visual Ear)
(normal working hours) (613) 993-3914 (Teletype)
Montréal (24 hours) — (514) 283-3833 (Visual Ear)

New Brunswick (Toll free, 24 hours), — 1-800-442-9747 (Visual Ear)
Halifax (24 hours) — (902) 421-1212 (Visual Ear)
(normal working hours) — (902) 426-7766 (Visual Ear)
Charlottetown (24 hours) — (902) 566-7155 (Visual Ear)
Newfoundland (Toll free, 24 hours) — 1-800-634-2172 (Visual Ear)

Sign-Language Interpretation

Service

Who benefits?

Deaf people

What is it?

An interpreter can be provided free of charge and on reasonable notice for a deaf person who wishes to communicate with a federal official or a Member of Parliament. Such occasions may include interviews, meetings, conferences, speeches, or training courses for federal government employees. The MP or responsible person in a federal department or agency should make the arrangements through the Interpretation Service of the Translation Bureau.

More information from:

Official Languages Conference Section
Translation Bureau
Department of the Secretary of State
Jackson Building, 5th Floor
257 Slater Street
Ottawa, Ontario
K1A 0M5

(613) 996-0921

TDD (613) 996-0921 (Visual Ear)

Sign-Language Interpretation for Television

Service

Who benefits?

People with hearing impairments

What is it?

Free-lance sign-language interpreters are hired by the CBC to sign during the broadcast of Question Period on the Parliamentary TV network. The CBC sometimes provides signing for nationally important programs, such as federal-provincial conferences.

More information from:

Public Relations
Canadian Broadcasting Corporation
Post Office Box 8478
Ottawa, Ontario
K1G 3J5

(613) 738-6783

TDD (613) 733-8868

Standards Information Service

Service

Who benefits?

All disabled persons

What is it?

The Standards Information Service provides information on standards, technical rules and regulations that apply to individuals, business and industry both in Canada and abroad. A few of the standards concerning disabled persons include

Adaptive Automobile Control Systems, CAN3-Z323.1.2-M85, ($18.75)
Building Standards for the Handicapped (a supplement to the National Building Code), NRCC#17669, ($1.30)
Electrical Aids for Physically Disabled Persons, Z323.3.1-1982, ($11.25)
Elevating Devices for the Handicapped, CAN/CSA-B355-M86, ($25.00)
Health Care Technology Program Certification: Proceedings of a Seminar Co-sponsored by the Canadian Association of Manufacturers of Medical Devices and the Canadian Standards Association, MISC.015-1979, ($7.50)
(Concerning hearing aids) Radio, Television and Electronic Apparatus, C22.2 No. 1-M1981, ($24.00)
Motor Vehicles for the Transportation of Physically Disabled Persons, CAN3-D409-M84, ($25.00)
Prosthetics and Orthotics — Terminology, Definitions and Identifications, Z323.2.1-M1982, ($11.25)
Requirements for Handset Telephones Intended for Use by the Hard of Hearing, CAN3-T515-M85, ($24.00)
Wheelchairs — Determination of Overall Dimensions, Mass and Turning Space, CAN/CSA-Z323.4.2-M86, ($18.00)
Wheelchairs — Nomenclature, Terms and Definitions, CAN/CSA-Z323.4.1-M86, ($18.00)

Any relevant publications?

Can You Help Set the Standards?
Standards and Certification: What's in it for me?
The Where-To Guide to Standards

More information from:

Public Relations
Standards Council of Canada
350 Sparks Street
Ottawa, Ontario
K1R 7S8

(613) 238-3222
Toll-free calls 1-800-267-8220

Telephone Information and Referral Service

Service

Who benefits?

All Canadians

What is it?

Toll-free telephone referral services operate across Canada to help individuals find answers to their questions about the federal government. In Winnipeg and Edmonton the service is available to persons with a telecommunications device for the deaf.

Any relevant publications?

The following are available from the

Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9

Citizen's Guide, ($3.95)
Index to Federal Programs and Services, ($14.50)

More information from:

Reference Canada
Supply and Services Canada
Ottawa, Ontario
K1A 0S5

Toll-free calls:

Yukon — 1-667-5955 (Yukon Inquiry Centre)
British Columbia — 1-800-663-1381
Zenith 08918 (Atlin only)
Alberta — 1-800-232-9481
Saskatchewan — 1-800-667-7160
Manitoba — 1-800-282-8060
Ontario — 1-800-387-0700 (Toronto area and southern Ontario)
1-800-267-0340 (Ottawa/Hull area)
1-800-461-1664 (North Bay area)
Quebec — Dial "0" and ask for Zenith Communications Québec
New Brunswick — 1-800-442-4400 (New Brunswick Information Service)
Nova Scotia — 1-426-8092

Prince Edward Island — 1-566-7575 (Island Inquiries)
Newfoundland — 1-800-563-2432

Local calls:

Whitehorse — 667-5811
Vancouver — 666-5555
Edmonton — 420-2021
Calgary — 292-4998
Regina — 780-6683
Winnipeg — 945-3744
Toronto — 973-1993
Ottawa/Hull — 995-7151
North Bay — 476-4910
Montréal — 873-2111
Québec — 643-1344
Fredericton — 453-2525
Halifax — 426-8092
Charlottetown — 566-7575
St. John's — 772-4365

TDD

Edmonton — (403) 420-4161
Winnipeg — (204) 945-4796 (Citizens' Inquiry Service)

Policy

Access to Federal Publications

Service

Who benefits?

Persons with visual and hearing impairments

What is it?

This policy aims to give people with hearing and visual impairments greater access to federal publications. Federal departments and agencies are to allocate up to one per cent of their total publicity and information budgets for the production of public documents in alternate media form.

More information from:

the communications offices of federal departments and agencies or

A. Prost
Personnel Policy Branch
Human Resources Division
Treasury Board Secretariat
L'Esplanade Laurier
West Tower, 4th Floor
300 Laurier Avenue West
Ottawa, Ontario
K1A 0R5

(613) 952-3020

Accessibility of Federal Buildings

Service

Who benefits?

All disabled persons

What is it?

Treasury Board has directed all federal departments and agencies under its authority to apply the Barrier Free Design Standard to all new and existing buildings and to develop additional standards for any special facilities for which they may be responsible.

Any relevant publications?

Accessibility Improvement, Treasury Board of Canada Secretariat Circular 1985-41, (free)

More information from:

D. Maloney
Administrative Policy Branch
Treasury Board Secretariat
L'Esplanade Laurier
East Tower, 11th Floor
140 O'Connor
Ottawa, Ontario
K1A 0R5

(613) 957-2509

or from

Design and Construction Branch
Public Works Canada
Sir Charles Tupper Building
Confederation Heights
Riverside Drive
Ottawa, Ontario
K1A 0M2

Federal Parking

Service

Who benefits?

Physically disabled public servants and visitors

What is it?

To facilitate the daily routine of permanently disabled persons, whether public servants or visitors to a federal agency, the Treasury Board has issued a policy of priority parking. This means that physically disabled persons are to have first choice of available parking locations when these spaces are allocated. In addition, they are to be exempted from paying parking charges that apply.

More information from:

personnel offices of federal government departments

Public Service Personnel

Service

Who benefits?

Disabled employees and prospective employees of the federal Public Service

What is it?

Treasury Board aims for the equitable representation and distribution of disabled employees in the federal departments and agencies under its authority. According to this policy, federal organizations are to provide technical and personnel support for disabled employees and applicants. This includes special counselling and referral for disabled applicants, technical aids, work assignment and work station adjustments, relocation expenses and on-the-job training.

Any relevant publications?

Affirmative Action in the Public Service of Canada — a communiqué to all employees, brochure, (free)

Increased Participation of Disabled People in the Federal Public Service, an equal employment opportunities policy document, (free)

More information from:

personnel offices of federal departments, regional offices of the Public Service Commission or

A. Prost
Personnel Policy Branch
Human Resources Division
Treasury Board Secretariat
L'Esplanade Laurier
West Tower, 4th Floor
300 Laurier Avenue West
Ottawa, Ontario
K1A 0R5

(613) 952-3020

TDD Access to Federal Information

Service

Who benefits?

Deaf or hearing-impaired persons

What is it?

Federal departments and agencies are to ensure access to federal information for hearing-impaired persons by equipping major centres of public information with a telecommunications device for the deaf and by listing the number in public directories.

More information from:

communications offices of federal departments or

A. Prost
Personnel Policy Branch
Human Resources Division
Treasury Board Secretariat
L'Esplanade Laurier
West Tower, 4th Floor
300 Laurier Avenue West
Ottawa, Ontario
K1A 0R5

(613) 952-3020

Transportation of Disabled Persons Program

Service

Who benefits?

Persons with disabilities

What is it?

Transport Canada aims to remove physical and attitudinal barriers that make transportation difficult for people with disabilities. Its current activities are a result of the department's original response to *Obstacles*, the 1981 report of the Special Committee on the Disabled and Handicapped, concerning modes of transportation under federal jurisdiction. The department has been working to improve accessibility in airport, train, bus and ferry terminals, focussing on such items as stairs, washrooms, ticket counters, ramps, telephones and drinking fountains. In policy matters, Transport Canada is establishing standards of accessibility for these facilities. It also has a research program to develop and demonstrate technology that makes transportation more accessible. A public awareness component of the program aims to inform the public of Transport Canada's activities and to obtain feedback on these efforts.

Any relevant publications?

Mobility Plus, quarterly transportation newsletter for the disabled community, (free), also available on audio cassette. To get on the mailing list, write to

Editor
Mobility Plus
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26G
Ottawa, Ontario
K1A 0N5

More information from:

Jack Gaum
Director
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5

(613) 991-6411

TDD (613) 991-6412

Research

Biomedical Engineering Research Program

Service | $

Who benefits?

People with physical, sight and hearing disabilities; architects; designers; research institutions and agencies

What is it?

Through research carried out under this program, the National Research Council disseminates information on the development of vocational aids, aids to daily living for disabled people, and the design of an accessible environment through research. Financial and technical support is also given to institutions and agencies to evaluate and design aids for disabled people.

Any relevant publications?

Copies of research reports are available on request from the address below.

More information from:

Biomedical Engineering Research Program
National Research Council Canada
Building M-50
Montreal Road
Ottawa, Ontario
K1A 0R6

(613) 993-0330

Construction Technology Service

Service

Who benefits?

People with physical, sight and hearing disabilities and the building industry

What is it?

The Institute for Research in Construction (IRC) of the National Research Council conducts research in building science and makes the results of its work known through publications, seminars and library services. One of the Institutes's main concerns is barrier-free design and the development of criteria and standards for non-handicapping environments. Barrier-free research focuses on housing for disabled persons and the elderly; commercial, public and community establishments; transportation facilities — generally any constructed environment. The Institute also offers consultation on the use and occupancy of buildings, barrier-free design, technical problems, codes and standards.

Any relevant publications?

Information sheets providing guidelines for the construction of barrier-free washrooms, classrooms, hallways, doorways, etc., as well as the *NRC/IRC Research Program 1986-87*, ISSN 0700-1754, 1986, are available free from

Publications Sales and Distribution
National Research Council Canada
Montreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-2054

More information from:

Jean-Rémi Champagne
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6

(613) 993-0247

Health Sciences

$

Who benefits?

Health scientists and all disabled people

What is it?

The Medical Research Council funds health research, including research into the prevention and treatment of impairments in various age and population groups. The Council has no laboratories of its own, but supports the work being carried out in universities, affiliated hospitals and institutes.

Who is eligible?

Health scientists

Any relevant publications?

Grants and Awards Guide, (free), available at university research offices or from the Council

More information from:

Medical Research Council of Canada
Jeanne Mance Building, 20th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 0W9

General information and information on current research:
Information Officer (613) 954-1812

Research training support information:
Awards Section, Programs Branch (613) 954-1960
Grants Section, Programs Branch (613) 954-1965

Interference in Audio-Amplification Systems

Service

Who benefits?

People with hearing impairments

What is it?

This research project aims to identify building design features that cause interference in hearing aids and other audio amplification systems, such as induction loops, and to develop corrective measures. The work involves measuring electro-magnetic interference from electric wiring, fluorescent light ballasts, dimmer switches, solenoids, grounding systems, electronic devices, appliances and other apparatus, and analysing its effects. Recommendations will be made for shielding and for eliminating or masking the interference at the point of reception.

More information from:

Jean-Rémi Champagne
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6

(613) 993-0247

National Health Research and Development Program (NHRDP)

$

Who benefits?

All disabled persons

What is it?

The Program supports public health and health services research pertinent to the attainment of national objectives in the health field.

Priority is attached to research dealing with the organization and delivery of health care; illness prevention and health promotion; the assessment of genetic, socio-cultural and environmental health risks; the health of native peoples; rehabilitation; population immune status and communicable disease control; and the dissemination of health services research outcomes.

Within the area of rehabilitation, the NHRDP's interests are in the evaluation, or development and evaluation, of programs, delivery models and technical aids for all forms of impairment — congenital and acquired, sensory and intellectual and mobility restriction — with the overall aim of improving quality of life. The Program also provides support for the training and career development of health researchers in population health disciplines, the formulation of research proposals conceived by voluntary or community groups, and health research oriented workshops and conferences.

Who is eligible?

Universities, hospitals, provincial and municipal government departments, voluntary agencies and associations of health professionals

Any relevant publications?

Career Awards Guide
Program Inventory
Projects Guide
Training Awards Guide

More information from:

Extramural Research Programs Directorate
Health Services and Promotion Branch
Health and Welfare Canada
Ottawa, Ontario
K1A 1B4

(613) 954-8549

Natural Sciences and Engineering Research Grants

$

Who benefits?

Researchers and all disabled persons

What is it?

Research activities directly relating to disability are among those funded by the Natural Sciences and Engineering Research Council. The Council provides grants, fellowships and scholarships for studies in perceptual and cognitive processes, biochemistry and physiology, genetics, epidemiology and drug addiction. It also funds research into the engineering of prosthetic devices and artificial limbs, and in computing and instrumentation technology.

Who is eligible?

University researchers

When to apply?

The application deadline varies with each granting program.

More information from:

Information Officer
Natural Sciences and Engineering Research Council
200 Kent Street
Ottawa, Ontario
K1A 1H5

(613) 995-5992

Rehabilitation Technology Unit (RTU)

$

Who benefits?

People with physical, sight and hearing disabilities

What is it?

The RTU provides companies with initial technical support and financing to produce aids for disabled people which, because of the small market, would otherwise not be produced. The RTU helps to produce systems for communication, environmental control, mobility and safety. Two of the aids already developed include a touch-operated selector control that allows quadraplegics to use the telephone, radio, intercom and TV, and typing aids.

Who is eligible?

Companies that research and produce technical aids for disabled people

More information from:

Rehabilitation Technology Unit (RTU)
Biomedical Engineering
National Research Council Canada
Scarborough, Ontario

(416) 499-3222

Research Grants in the Social Sciences and Humanities

$

Who benefits?

Grant recipients who have disabilities and disabled people in general

What is it?

Scholarships, fellowships and grants are available to assist in developing research and scholarly resources in the social sciences and humanities. Such funding covers research expenses incurred for the special needs of disabled persons carrying out, or helping to carry out, a research project. Some of the research supported by the grants is related to disability.

Who is eligible?

Research organizations; individual researchers

More information from:

Social Sciences and Humanities Research Council of Canada
255 Albert Street
Post Office Box 1610
Ottawa, Ontario
K1P 6G4

(613) 992-0682

Training Course on Evacuation Techniques for Firefighters

Service

Who benefits?

All disabled persons

What is it?

Training programs in the appropriate techniques for evacuating disabled persons are being developed for firefighters. The preliminary research was done in 1980, when an 11-minute audiovisual package was produced on evacuation techniques. Current work focusses on the identification of issues and problems as they are being defined by service organizations. Ottawa is being used as a case study in this work, and to that end is developing a housing registry. Solutions to the problems that are identified will be reviewed with representatives from the United Kingdom, the United States and Japan who are doing related research.

More information from:

Jean-Rémi Champagne
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6

(613) 993-0247

Transportation Technology

Service | $

Who benefits?

Persons with limited mobility as well as industry, universities and other research groups

What is it?

The Transportation Development Centre funds research projects to make travelling safer and more convenient for disabled and elderly people. These projects (described below) are contracted out to private industry, universities and other research groups.

Accessibility

Commuter rail access — feasibility study comparing the cost-effectiveness of commuter train cars equipped with wheelchair fasteners to a parallel service of vans, automobiles or taxis.

Ensign Emperor Coach — preliminary assessment of a project to convert a double-decker Belgian-made bus to carry six disabled passengers in the rear compartment, which is accessible to wheelchairs from a fold-out ramp.

Ergonomic assessment of modified vans — study to determine the suitability for wheelchair drivers of modified full-size Ford vans and Chrysler mini-vans.

Multipurpose vehicle — evaluation and demonstration of a multipurpose vehicle in Manitoba that can be quickly converted to serve as an ambulance.

Quick-release hand controls — development of a quick-release version of standard automobile hand controls. Attached to four brackets permanently installed in the vehicle, the controls can be removed or replaced without tools. Vehicles with these controls are already available from car rental agencies at major Canadian airports.

Elimination of Travel Barriers

Boarding wheelchairs on aircraft — selection and demonstration of a system whose specifications and requirements were developed in a previous phase of this three-phase project.

Computerized scheduling and brokerage, British Columbia and Edmonton — improvement of the quality and cost-effectiveness of transit services for disabled persons through selection and demonstration of a centralized, computerized scheduling/brokerage system. Custom door-to-door transit is available free to disabled persons in over 300 cities in Canada. Users share trips, booking in advance by telephone. The computer system matches the supply of available vehicles with requests for trips.

SCAT vehicle (Small Carrier for Alternative Transportation) — an electric vehicle consisting of two connected, low platforms with seats that can fold up to add wheelchairs or luggage. The indoor model is suitable for carrying disabled or elderly persons in airports and other transportation terminals. The outdoor SCAT has a protective canopy and can travel up to 16 km per hour.

Software for minibuses — development of computer software for the control and dispatch of minibuses for transportation of disabled passengers.

Level Change Technologies

Portable train-based wheelchair lift — the design, construction, testing and evaluation of this apparatus.

Transfer chair — testing and evaluation of the transfer chair designed for use in boarding and deboarding intercity buses.

Wheelchair loaders — completion of an inventory of mechanisms for loading wheelchairs into personal vehicles and assessment of these devices.

Safety Measures for Elderly and Disabled People

Warning and evacuation systems — alternatives to existing methods and equipment for the evacuation and rescue of disabled persons from vehicles and terminals.

Wheelchair restraint / passenger securement system — development of a securement system for use in vans, buses, ferries and trains. The system prototype consists of a wheelstop; restraining arm, lap and shoulder belts; an adjustable head and back support; as well as a detachable seat.

Technical Aids

Automobile driving simulator — development of a prototype, low-cost passenger car simulator intended for use in assessing and training disabled drivers.

Terminal communication system — design of an integrated communication system for use in terminals by people with speech, hearing and visual impairments. The prototype, COMMUNI-CAID, transmits messages on a display screen and through a voice synthesizer, by use of a keyboard, printer and telephone-type receiver. It was in service at Expo 86 to provide information on airport facilities, flight arrivals and departures.

Voice-controlled technologies — preparation of a report on voice-controlled technologies relating to transportation, including identification of market potential.

Wheelchair Research and Development

Advanced electric wheelchair — development of a portable electric wheelchair and the propulsion and control system for this chair.

In-flight wheelchair storage — feasibility of an in-cabin wheelchair and scooter storage on aircraft during flight.

Technology Transfer

Accessible vehicle compendium — publication of an international compendium of specialized accessible vehicles.

Consultation service — development of a service to ensure consumer input in the design of transportation systems for disabled travellers.

Any relevant publications?

Information kit, Transportation for Elderly and Disabled Persons Program, R&D Program, (free)

More information from:

Transportation for Elderly and Disabled Persons Program
Transportation Development Centre
Transport Canada
Guy Favreau Complex
200 Dorchester Boulevard West
West Tower, Suite 601
Montréal, Quebec
H2Z 1X4

(514) 283-0000

Telex 05-24713

Vocational Rehabilitation Research Fund

Who benefits?

Disabled persons

What is it?

This fund provides direct funding to organizations or individuals for research projects on the vocational rehabilitation of disabled persons.

Who is eligible?

Research organizations or individual researchers

More information from:

Social Assistance and Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

(613) 957-2916

Wayfinding Techniques for Disabled Persons

Service

Who benefits?

People with physical, sight and hearing disabilities

What is it?

This research program seeks to determine whether techniques used by blind and deaf people can improve methods of wayfinding in buildings. Phase I established the basic guidelines for wayfinding by disabled persons in public buildings. In Phase II, Public Works is conducting a series of four case studies. Phases III to V involve observation of the effect of building design on persons with visual and hearing impairments and the decisions they make when confronted with a variety of tactile and visual cues. In the last phase, the project results will be used to develop the final design guidelines for wayfinding.

More information from:

Jean-Rémi Champagne
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6

(613) 993-0247

Self-Help / Advocacy Support

Consumer Issues

Who benefits?

All disabled persons; consumer and voluntary organizations

What is it?

Consumer and Corporate Affairs' Grants and Contributions Program supports consumer and voluntary organizations in seeking solutions to marketplace problems, including problems specific to disabled consumers. In 1986, for example, the Canadian Council of the Blind received assistance to develop an aerosol container that allows people with visual impairments to safely control the direction of the spray. The program has also contributed to a project of the Mouvement des consommateurs handicapés du Québec inc. involving accessibility of automatic banking machines to disabled people. Funding is usually awarded for a period of one year (from April to March), but some funds are available throughout the year for addressing new issues.

Who is eligible?

Consumer and voluntary organizations at the local, regional and national levels. National consumer and advocacy organizatios are elibible for core grants and advocacy grants. Project contributions and development grants are awarded to eligible organizations proposing projects affecting a substantial group of consumers across the country.

When to apply?

By 9 March of the funding year

More information from:

Chief, Voluntary Sector Division
Consumer Services Branch
Consumer and Corporate Affairs Canada
Ottawa, Ontario
K1A 0C9

(819) 997-4440

TDD (819) 994-0067 (Visual Ear)

Information is also available from Consumer and Corporate Affairs regional offices see the addresses section, page 153.

Disabled Persons Participation Program

Service **$**

Who benefits?

Disabled persons and organizations advocating on behalf of disabled persons

What is it?

This program provides financial aid, to a total of $3.2 million per year, as well as advice and information to disabled persons voluntary organizations and advocacy groups that promote the integration and participation of disabled persons. The funding objectives of the program are to allow disabled persons to represent effectively their rights and responsibilities as Canadian citizens, to support community initiatives for overcoming attitudinal, institutional and information barriers, and to support innovative approaches by disabled persons to participation in Canadian social and economic life.

Who is eligible?

Disabled persons organizations (whose governing boards and membership comprise a majority of physically or mentally disabled persons); organizations that advocate on behalf of mentally or physically disabled persons; partnerships of disabled persons organizations and other community or voluntary groups, provided the disabled persons organization demonstrates control of the project to be funded. Not eligible are individuals; non-governmental institutions, including universities, colleges, schools, religious institutions, hospitals and rehabilitation centres; nor other levels of government.

When to apply?

No later than 12 weeks before a project begins

Any relevant publications?

Disabled Persons Participation Program, free booklet, also available on audio tape

More information from:

Secretary of State regional offices (see the addresses section, page 153) or, concerning funding for national projects, from

Disabled Persons Participation Program
Department of the Secretary of State
Head Office
Ottawa, Ontario
K1A 0M5

(819) 997-2413

TDD (819) 997-2413

Status of Disabled Persons Secretariat

Service

Who benefits?

All disabled persons

What is it?

The Secretariat helps the Minister Responsible for the Status of Disabled Persons (the Secretary of State) in his role as advocate of the quality of life of disabled citizens. Through consultation, promotion activities and research, the Secretariat assists in the development of programs and policies concerning the status of disabled persons, and promotes public understanding of the rights and interests of disabled Canadians. The Secretariat works with all levels of government, the voluntary and private sectors in Canada, as well as with international bodies to co-ordinate activities relating to disabled persons.

Any relevant publications?

The following publications are available free of charge both in print form and on audio tape from

Communications Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 997-0844

The Status of Disabled Persons in Canada
The World Programme of Action Concerning Disabled Persons
Obstacles report
The Profile of Disabled Persons in Canada
Directory of Federal Services: Disabled Persons

More information from:

Status of Disabled Persons Secretariat
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5

(819) 997-2412

TDD (819) 997-2412

Sports / Leisure

Allotment Gardening

Service

Who benefits?

All disabled persons

What is it?

The National Capital Commission rents out some of the reserve land in the National Capital Region for allotment gardening. A number of the plots available are particularly suited to physically disabled gardeners because they have been raised about two feet above ground level and are arranged in long thin strips, which makes gardening possible from just one side of the bed.

Any relevant publications?

Facilities for the Handicapped, booklet, (free)

More information from:

Canada's Capital Information Centre
National Capital Commission
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1

(613) 239-5000

Disabled Canadians in Fitness and Competitive Sport

Service | **$**

Who benefits?

Canadians of all ages with disabilities; sports and fitness organizations

What is it?

This program promotes opportunities for disabled Canadians to participate in fitness activities and in competitive sport. It provides consultative services and makes financial contributions to recognized national sport organizations and other national associations concerned with sports and fitness for disabled people.

Who is eligible?

Eligibility criteria are described in the *Contribution Program Guidelines* from Fitness Canada and Sport Canada.

When to apply?

Before the end of December each year

Any relevant publications?

A Guide to Fitness Canada Contributions Program 1987/88, (free)
Fitness and Amateur Sport Annual Report, (free)

More information from:

Barry Butler
Program Co-ordinator
Disabled Program
Fitness and Amateur Sport Canada
365 Laurier Avenue West
Ottawa, Ontario
K1A 0X6

(613) 992-9198

TDD (613) 992-8381

National Arts Centre Services for Disabled Persons

Service

Who benefits?

Physically disabled persons

What is it?

The National Arts Centre strives to provide complete access to its services. Parking spaces for disabled drivers are reserved near the elevators in the NAC garage. Access from the garage and the foyers to the three performance halls is provided by elevators and ramps for wheelchair users. On request, a staff member will accompany disabled persons from the garage, the box office or the lobby, to their seats, and see to their needs during intermission and at the end of the performance. Disabled persons may be seated before the hall is open to the public. Wheelchair users may remain in their chairs at the end of an aisle at orchestra level with a ticket costing 35 per cent of the normal price. At intermission, persons who are not easily mobile may order drinks from an usher, to be served to them in their seats. Phonic Ear FM receivers are available on request for hearing-impaired persons. All performances and films are broadcast on the FM band. Other equipment and installations for disabled patrons include wheelchairs, a lowered telephone cubicle and special accessories in the main washrooms. Seeing-eye dogs are allowed into all public areas with their owners, in accordance with municipal by-laws.

Any relevant publications?

Information sheet on services to disabled persons, (free)

More information from:

House Management Division
National Arts Centre
1 Confederation Square
Post Office Box 1534, Station B
Ottawa, Ontario
K1P 5W1

(613) 996-5051, ext. 212

Cable: Centrart

National Capital Region Recreational Facilities

Service

Who benefits?

All disabled persons

What is it?

All National Capital Commission parks, guided tours and pathways and most NCC recreational areas, trails and activities are accessible to people with mobility impairments. In Gatineau Park these include the Breton and Parent beaches, Carryer Trail, Fairy Lake, Lac Philippe Campground, Moorside, Mulvihill Lake and the Old Chelsea Visitor Centre. Other features include adapted picnic tables and accessible washrooms.

Activities that persons with mobility limitations can enjoy in the Greenbelt surrounding Ottawa/Hull include the Log Farm, the Orleans Farm Hostel and the Sarsaparilla Nature Trail.

Any relevant publications?

The following publications are available free of charge:

Facilities for the Handicapped, booklet
Facilities for the Handicapped, brochure
Handicap Liaison Project, Final Report

More information from:

Canada's Capital Information Centre
National Capital Commission
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1

(613) 239-5000

Open House Canada Grants

Service | $

Who benefits?

Young Canadians (between the ages of 14 and 22)

What is it?

Funds are available for exchange visits between groups of young people so that they may travel and discover Canada. Funding covers the total cost of major transportation involved. Groups of disabled people may have additional escorts if necessary. When individuals with severe disabilities participate in the program, special billeting arrangements may be made.

Who is eligible?

Exchange groups organized directly by the Department of the Secretary of State as well as those organized by non-governmental organizations

Any relevant publications?

Open House Canada, free brochure available from

Communications Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 997-0844

More information from:

Open House Canada
Youth Participation Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5

(819) 994-1313

Youth Exchange for Special Students

Service **$**

Who benefits?

Young disabled people (between the ages of 14 and 22)

What is it?

The Secretary of State provides funding through the Canadian Bureau for International Education for exchange visits between groups of young disabled people so that they may travel and discover Canada. The program provides arrangements for twinning and transportation for groups of from 10 to 20 participants. Each visit lasts five days or more and the matched groups organize their own program of activities. Funding covers the total cost of transportation involved, but some financial contribution is requested from participants. Individual and group applications are required under this program, which terminates in March 1988.

When to apply?

By 1 October

Any relevant publications?

The YESS Handbook, (free)

More information from:

Canadian Bureau for International Education
85 Albert Street, Suite 1400
Ottawa, Ontario K1P 6A4

(613) 237-4820

Transportation

Air Canada Services

Service

Who benefits?

Physically disabled persons

What is it?

Air Canada offers several services that make travelling easier for disabled patrons. Passengers with special needs may select their seat in advance; on DC-8 and B-767 aircraft, certain rows have removable aisle armrests. If passengers require an attendant, they are eligible for a 50 per cent fare reduction. For moving about the terminal and getting to the aircraft seat, Manten buggy wheelchairs are available at Air Canada's 33 airports. Air Canada also provides assistance at boarding, deplaning and in the terminal. Other flight services include free carriage of guide dogs accompanying their owners; provision of leakproof containers for wheelchair wet-cell batteries and special plastic bags for wheelchair protection; top priority tracing of wheelchairs; an audiovisual presentation of the emergency demonstration for people with hearing impairments, on some aircraft, as well as individual safety briefings for sight or hearing impaired passengers; an accessible washroom specially equipped with assist bars on B-767 aircraft; Medipaks, containing oxygen, for persons with respiratory problems; and a new kind of stretcher including a privacy curtain.

Any relevant publications?

Air Canada's Special Services for Passengers with Special Needs, free brochure available from all Air Canada sales offices and at airports

More information from:

any **Air Canada** reservations office, or any airport or travel agency

TDD Toll-free calls 1-800-361-8071
Montréal local calls 931-0364

Consultation with Disabled Persons on Transportation

Service

Who benefits?

People with disabilities

What is it?

The Transportation of Disabled Persons Implementation Committee seeks ways of making the national transport system more accessible to disabled persons. It consists of representatives from government, transportation carriers, organizations concerned with disabled persons, self-help groups and other agencies. Having developed a comprehensive plan for safe and equitable access to transportation for disabled persons, the committee now has a mandate to recommend a plan for implementing activities, to assess new technology and public education, and to provide advice on accessibility standards.

More information from:

Jack Gaum
Director
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5

(613) 991-6411

TDD (613) 991-6412

Federal Transportation Services for Persons with Disabilities

Service

Who benefits?

Travellers with any type of disability

What is it?

The Office of the Co-ordinator, Transportation of the Handicapped, aims to make travelling easier for people with disabilities on all modes of transport under federal jurisdiction. The Office answers inquiries and provides advice and assistance to the Canadian Transport Commission's Modal Committees in responding to complaints about transportation for disabled people.

Any relevant publications?

Handi-Travel: A Resource Book for Disabled and Elderly Travellers, ($9.95), available from

Canadian Rehabilitation Council for the Disabled
One Yonge Street, Suite 2110
Toronto, Ontario
M5E 1E5

A Guide For the Canadian Air Traveller, available free from the

Canadian Transport Commission
Ottawa, Ontario
K1A 0N9

More information from:

Office of the Co-ordinator
Transportation of the Handicapped
Canadian Transport Commission
Ottawa, Ontario
K1A 0N9

(819) 997-6828

TDD (819) 997-6828 (Visual Ear)

Funding of Accessible Vehicles

Who benefits?

Disabled persons

What is it?

Capital funding is available to private organizations to help purchase accessible vehicles for transportation of disabled persons in small urban and rural areas. Up to 80 per cent of the purchase price of the vehicle or $25,000 whichever is less, may be provided. Treasury Board has allocated the following amounts for this project: 1986-87 — $500 000; 1987-88 — $500 000; 1988-89 — $500 000; 1989-90 — $400 000; 1990-91 — $325 000.

Who is eligible?

Certain criteria apply.

More information from:

Jack Gaum
Director
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5

(613) 991-6411

TDD (613) 991-6412

Marine Atlantic Special Services

Service

Who benefits?

People with functional limitations who travel with Marine Atlantic

What is it?

Marine Atlantic has modified its terminals and vessels to meet a variety of special needs. Travellers with mobility impairments can reserve a parking space close to passenger facilities, at the toll booth. Most terminals and vessels have wheelchairs and provide access to washrooms, cafeteria lines and tables, drinking fountains, cabins and berths. Most terminals are equipped with a flashing light signal for boarding, a visual display of schedules, an elevator or wheelchair ramp to the ship, a cafeteria that caters to special dietary needs, accessible telephones and telephones with volume control, as well as a TDD (Visual Ear). Special assistance is available from staff members. Travellers should inform them of special needs when making reservations and also upon arrival at the terminal.

Any relevant publications?

A brochure in large print, entitled *Special Services*, lists the particular services available at each terminal and on each ship.

More information from:

Reservations Bureau
Marine Atlantic
Post Office Box 250
North Sydney, Nova Scotia
B2A 3M3

Toll-free calls:

Ontario and Quebec — 1-800-565-9411
New Brunswick, Nova Scotia and Prince Edward Island — 1-800-565-9470
Newfoundland and Labrador Coastal Service — 1-800-563-7336
Newfoundland and Labrador (except Coastal Service) — 1-800-563-7701

TDD (902) 794-8109 (collect calls accepted)

Comments or suggestions concerning Marine Atlantic services?
Please send them to

Marine Atlantic
Public Affairs
100 Cameron Street
Moncton, New Brunswick
E1C 5Y6

Roadcruiser and Accessobus

Service | **$**

Who benefits?

People with mobility, hearing and visual impairments; intercity bus operators

What is it?

The Roadcruiser bus is a demonstration project funded by Transport Canada together with Terra Transport (CN) in Newfoundland. The bus has an elevator-style lift on its curb side in place of the middle luggage compartment. The operator of the bus activates a computer-controlled mechanism lowering the elevator to ground level. The bus has room for two wheelchair passengers and is equipped with armrests that flip up if a passenger wishes to transfer from the wheelchair to a bus seat. Since 1985, when the Roadcruiser began its regular route across the province, the service has been well accepted by Newfoundland's disabled community.

The Accessobus, another Transport Canada demonstration project, is an improved version of the Roadcruiser. It was built by Motor Coach Industries for a national promotional tour ending at Expo 86 in Vancouver, where it was in service for four months. The Accessobus has braille signage in every window, and headphone sets for people with hearing impairments. Sliding retractible seats that fold out of the way when the lift is in use can lock back into place when space is not required for wheelchairs. Over the next three years this accessible bus will be in service three months with each major road carrier in Canada. To encourage these companies to acquire an Accessobus for their operations, Transport Canada will provide financial help for their purchase. Several accessible buses have already been bought and are in regular use in the United States.

More information from:

Milton House
Chief, Policy and Regulation
Motor Carrier Branch
Transport Canada
Place de Ville
Tower C, 27th Floor
Ottawa, Ontario
K1A 0N5

(613) 998-1905

TDD (613) 991-6412

VIA Rail Services

Service

Who benefits?

Disabled persons medically transportable

What is it?

VIA Rail special services aim to improve train travel for disabled passengers. Persons with speech or hearing impairments who wish to obtain travel information or reserve tickets can link up with RESERVIA through a home telecommunications device for the deaf (TDD). RESERVIA is toll-free throughout Canada. TDDs are also available at the information counter at major train stations.

Passengers who are not totally self-reliant while on board, may reserve a seat for a companion free of charge. (To benefit from this service, passengers are requested to carry a medical certificate or card from a recognized association). Senior citizens (60 years and over) may obtain their tickets at a one-third reduction of basic fare. Blind passengers with guide dogs may sit anywhere on the train; on overnight journeys, they may stay in a roomette for the same price as a berth. Travel arrangements can be made for passengers using stretchers, where equipment permits and if prior notice is given.

Wheelchair travellers can be manually lifted onto and off transcontinental trains and they will have no difficulty entraining at the following stations: Banff, Calgary, Campbellton, Dorval, Drummondville, Edmonton, Halifax, Kingston, Kitchener, London, Moncton, Montréal, Ottawa, Sainte-Foy, Sarnia, Toronto, Trois-Rivières, Truro, Vancouver, Windsor, Winnipeg. Advance boarding is possible for any disabled person.

While on the train, wheelchair travellers may keep collapsible chairs beside their seat or, in the case of electric models, in the baggage compartment. On the LRC trains, wheelchair restraint systems allow passengers to remain in their chairs. The LRCs also have accessible washrooms. Wheelchairs are available for use in all major stations and in many smaller ones; VIA sales offices can supply a complete list.

For allergic persons, all trains provide a non-smoking section, and non-allergenic pillows are available in sleeping cars. Persons on special diets may bring their own food, which the kitchen crew will heat up. At-seat or in-room food service is available on trains with food facilities. Also on such trains, insulin carried by diabetics may be refrigerated for them. Hearing-impaired travellers may request that the train crew notify them upon arrival at their destination.

Any relevant publications?

Services for Special Needs, brochure, (free), also available in braille and large print

More information from:

Station Sales and Services offices (see the addresses section, page 153) or from **VIA Rail** telephone sales offices listed in local telephone directories

TDD Toll-free throughout Canada: 1-800-268-9503
Toronto only: (416) 368-6406

Regional Federal Addresses

Canada Mortgage and Housing Corporation

British Columbia

British Columbia and Yukon
1500 West Georgia Street
Suite 800
Vancouver, B.C.
V6G 3A1
(604) 666-2516

Saskatchewan

Prairie and Northwest
Territories Regional Office
410 22nd Street East, Suite 300
Saskatoon, Sask.
S4K 5T6
(306) 975-4929

Ontario

2255 Sheppard Avenue East
Willowdale, Ont.
M2J 4Y1
(416) 498-7300

Quebec

Place du Canada, 9th Floor
1010 De La Gauchetière Street
Montréal, Que.
H3B 2N2
(514) 283-4464

New Brunswick

Atlantic Regional Office
Brunswick House, Suite 1200
44 Prince William Street
Mail: P.O. Box 7320, Station A
Saint John, N.B.
E2L 4S7
(506) 648-4460

Consumer and Corporate Affairs

British Columbia

Pacific Regional Office
Regional Consumer Consultant
800 Burrard Street, Room 1400
Vancouver, B.C.
V6Z 2H8
(604) 666-5019

Manitoba

Prairie Regional Office
260 St Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 949-2366

Ontario

Ontario Regional Office
Federal Building, 6th Floor
4900 Yonge Street
Willowdale
Toronto, Ont.
M2N 6B8
(416) 224-4031

Quebec

Quebec Regional Office
Regional Consumer Consultant
Guy Favreau Complex
East Tower, Suite 502
Montréal, Que.
H2Z 1X4
(514) 283-3905

Consumer and Corporate Affairs *(continued)*

Nova Scotia

Atlantic Regional Office
Queen Square, 17th Floor
45 Alderny Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6080

Employment and Immigration Canada

Northwest Territories

Northwest Territories Region
Regional Outreach Co-ordinator
Mail: P.O. Bag 1170
Yellowknife, N.W.T.
X1A 2R3
(403) 920-8524

British Columbia

British Columbia / Yukon Region
Regional Outreach Co-ordinator
Mail: P.O. Box 11145
Vancouver, B.C.
V6E 2P8
(604) 666-6241

Alberta

Alberta Region
Regional Outreach Co-ordinator
9925 109th Street, 5th Floor
Edmonton, Alta
T5K 2J8
(403) 420-2412

Saskatchewan

Saskatchewan Region
Regional Outreach Co-ordinator
2101 Scarth Street, Room 400
Regina, Sask.
S4P 2H9
(306) 780-5692

Manitoba

Manitoba Region
Regional Outreach Co-ordinator
Eaton Place
330 Graham Avenue
Winnipeg, Man.
R3C 4B9
(204) 949-3205

Ontario

Ontario Region
Regional Outreach Co-ordinator
4900 Yonge Street, Suite 700
Willowdale
Toronto, Ont.
M2N 6A8
(416) 224-4744

Quebec

Quebec Region
Regional Outreach Co-ordinator
1441 St Urbain Street
6th Floor
Montréal, Que.
H2X 2M6
(514) 283-4992

New Brunswick

New Brunswick Region
Regional Outreach Co-ordinator
565 Priestman Street
Mail: P.O. Box 2600
Fredericton, N.B.
E3B 5V6
(506) 452-3755

Employment and Immigration ***(continued)***

Nova Scotia

Nova Scotia Region
Regional Outreach Co-ordinator
Mail: P.O. Box 2463
Halifax, N.S.
B3J 3E4
(902) 426-1534

Prince Edward Island

Prince Edward Island Region
Regional Outreach Co-ordinator
Mail: P.O. Box 8000
Charlottetown, P.E.I.
C1A 8K1
(902) 566-7652

Newfoundland

Newfoundland Region
Regional Outreach Co-ordinator
Mail: P.O. Box 12051
St John's, Nfld.
A1B 3Z4
(709) 772-5301

Health and Welfare Canada

British Columbia

Western Region
Public Affairs
757 West Hastings Street
Vancouver, B.C.
V6C 1A1
(604) 666-2083

Regional Office
New Horizons Program
1525 West 8th Avenue
Room 104
Vancouver, B.C.
V6J 1T5
(604) 666-2729

Saskatchewan

Regional Office
New Horizons Program
Federal Building
1975 Scarth Street, 4th Floor
Regina, Sask.
S4P 3K4
(306) 780-5355

Manitoba

Regional Office
Public Affairs
Eaton Place, Room 505
330 Graham Avenue
Winnipeg, Man.
R3C 4C8
(204) 949-2508

Regional Office
New Horizons Program
Eaton Place
330 Graham Avenue
Winnipeg, Man.
R3C 4C2
(204) 949-2833

Ontario

Client Service Centre
Income Security Programs
Judy LaMarsh Building
65 William Street South
Mail: P.O. Box 2020
Chatham, Ont.
N7M 4S2
(519) 436-3000

Ontario Region Client Services
Income Security Programs
75 Farquhar Street
Guelph, Ont.
N1H 3N4
(519) 821-8120

Health and Welfare Ontario *(continued)*

Regional Sub-Office
New Horizons Program
15 Duke Street East, 1st Floor
Kitchener, Ont.
N2H 1A2
(519) 742-5866

Ontario Regional Office
Income Security Programs
Scarborough Town Centre
200 Town Centre Court
Mail: P.O. Box 5100, Station D
Scarborough
Toronto, Ont.
M1R 5C8
(416) 973-4950
(416) 973-4203 (Service in French)

Regional Office
New Horizons Program
2300 Yonge Street, Room 1104
Toronto, Ont.
M4P 1E4
(416) 973-1999

Quebec

Client Service Centre
Income Security Programs
149 De la Savanne Road
Gatineau, Que.
J8T 5C1
(819) 997-9030

Regional Office
Public Affairs
Guy Favreau Complex
East Tower, Suite 206
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-2306

Regional Office
New Horizons Program
Guy Favreau Complex
East Tower, Suite 212
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-7306

Regional Sub-Office
New Horizons Program
1150 Claire-Fontaine Street
Québec, Que.
G1R 5G4
(418) 648-4313

Client Service Centre
Income Security Programs
402 Brochu Avenue
Sept-Îles, Que.
G4R 2W8
(418) 962-7116

Client Service Centre
Income Security Programs
3675 Chanoine Moreau Boulevard
Trois-Rivières, Que.
G8Y 5M6
(819) 373-2585

Client Service Centre
Income Security Programs
1087 3rd Avenue
Val-d'Or, Que.
J9P 1T5
(819) 825-2867

New Brunswick

Client Service Centre
Income Security Programs
Terminal Plaza Building
1222 Main Street
Moncton, N.B.
E1C 1H6
(506) 857-7000

Health and Welfare
New Brunswick *(continued)*

Regional Office
New Horizons
Terminal Plaza Building
1222 Main Street
Moncton, N.B.
E1C 1H6
(506) 857-7007

Client Service Centre
Income Security Programs
Brunswick House, Suite 600
44 Prince William Street
Mail: P.O. Box 6626, Station A
Saint John, N.B.
E2L 4S1
(506) 648-4527

Nova Scotia

Regional Office
Public Affairs
1489 Hollis Street, Suite 304
Halifax, N.S.
B3J 1R9
(902) 426-2038 or 426-2668

Regional Office
Income Security Programs
Mail: P.O. Box 1687
Station M
Halifax, N.S.
B3J 2Z1
(902) 426-2342

Regional Office
New Horizons
Halifax Insurance Building
5670 Spring Garden Road
Halifax, N.S.
B3J 1H6
(902) 426-2741

Prince Edward Island

Regional Office
New Horizons
Kelly Building
3 Harbourside Drive
Mail: P.O. Box 1238
Charlottetown, P.E.I.
C1A 7M9
(902) 566-7857

Newfoundland

Regional Office
Income Security Programs
Building 310, Pleasantville
Mail: P.O. Box 9430
St John's, Nfld.
A1A 2Y5
(709) 772-5501

Regional Office
New Horizons
Sir Humphrey Gilbert Building
165 Duckworth Street
St John's, Nfld.
A1C 1G4
(709) 772-2279

Indian and Northern Affairs Canada

Northwest Territories

Northwest Territories Regional Office
4914 50th Street
Mail: P.O. Box 2760
Yellowknife, N.W.T.
X1A 1R6
(403) 920-8283

Indian and Northern Affairs
(continued)

Yukon

Yukon Regional Office
Federal Building, Room 305
Mail: P.O. Box 4100
Whitehorse, Y.T.
Y1A 3S9
(403) 668-6474

British Columbia

British Columbia Regional Office
800 Burrard Street, Room 1000
Vancouver, B.C.
V6Z 2J3
(604) 666-5116

Alberta

Alberta Regional Office
9942 108th Street, Room 305
Edmonton, Alta.
T5K 2J5
(403) 420-2773

Saskatchewan

Saskatchewan Regional Office
2221 Cornwall Street
3rd Floor
Regina, Sask.
S4P 2L1
(306) 780-6421

Manitoba

Manitoba Regional Office
275 Portage Avenue, Room 1100
Winnipeg, Man.
R3B 3A3
(204) 949-2903

Ontario

Head Office
Les Terraces de la Chaudière
North Tower
10 Wellington Street
Hull, Quebec
Mail:
Ottawa, Ont.
K1A 0H4
(819) 997-0380

Ontario Regional Office
25 St Clair Avenue East
5th Floor
Toronto, Ont.
M4T 1M2
(416) 973-5544

Quebec

Quebec Regional Office
320 Saint-Joseph Street East
Mail: P.O.Box 3725, Saint-Roch
Québec, Que.
G1K 7Y2
(418) 648-3270 or 648-4903

Nova Scotia

Atlantic Regional Office
40 Havelock Street
Mail: P.O. Box 160
Amherst, N.S.
B4H 3Z3
(902) 667-3818

Justice Canada, Department of

Northwest Territories

Regional Office
Precambrian Building, 11th Floor
Mail: P.O. Box 8
Yellowknife, N.W.T.
X1A 2N1
(403) 920-8564

Yukon

Regional Office
Financial Plaza, Main Floor
204 Lambert Street
Whitehorse, Y.T.
Y1A 1Z4
(403) 668-7171

British Columbia

Regional Office
Royal Centre, 28th Floor
1055 West Georgia Street
Mail: P.O. Box 11118
Vancouver, B.C.
V6E 3P9
(604) 666-2540

Alberta

Regional Office
Edmonton Centre
Royal Trust Tower, Room 928
Edmonton, Alta.
T5J 2Z2
(403) 420-2969

Saskatchewan

Regional Office
1901 Victoria Avenue, 8th Floor
Regina, Sask.
S4P 0R5
(306) 780-5080

Manitoba

Regional Office
Centennial House, Room 301
310 Broadway Avenue
Winnipeg, Man.
R3C 0S6
(204) 949-2433

Ontario

Regional Office
Toronto-Dominion Centre
23rd Floor
Mail: P.O. Box 57
Toronto, Ont.
M5K 1E7
(416) 973-9242

Quebec

Regional Office
Guy Favreau Complex
East Tower, 9th Floor
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-4934

Nova Scotia

Atlantic Regional Office
Royal Bank Building, 4th Floor
5161 George Street
Halifax, N.S.
B3J 1M7
(902) 426-3260

National Film Board of Canada

British Columbia

Pacific Regional Office
1161 West Georgia Street
Vancouver, B.C.
V6E 3G4
(604) 666-0718 (Film Library)

Manitoba

Prairie Regional Office
245 Main Street
Winnipeg, Man.
R3C 1A7
(204) 949-4131 (Film Library)

Ontario

National Capital Regional Office
150 Kent Street, Suite 642
Ottawa, Ont.
K1A 0M8
(613) 996-4861 (Film Library)

Ontario Regional Office
Mackenzie Building
1 Lombard Street
Toronto, Ont.
M5C 1J6
(416) 973-9093 (Film Library)

Quebec

Quebec Regional Office
Guy Favreau Complex
East Tower, Room 102
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-4823

Nova Scotia

Atlantic Regional Office
1572 Barrington Street
Halifax, N.S.
B3J 1Z6
(902) 426-6001 (Film Library)

Official Languages, Office of the Commissioner of

Alberta

Western Office (Alberta, British Columbia, Yukon and Northwest Territories)
Liberty Building, 11th Floor
10506 Jasper Avenue
Edmonton, Alta.
T5J 2W9
(403) 420-3111
Collect calls are accepted.

Manitoba

Prairie Office (Saskatchewan and Manitoba)
400 Taché Avenue, Room 700
St Boniface
Winnipeg, Man.
R3H 3C3
(204) 949-2111
Collect calls are accepted.

Ontario

127 Cedar Street, Room 601
Sudbury, Ont.
P3E 1B1
(705) 675-0656
Collect calls are accepted.

102 Bloor Street West
4th Floor
Toronto, Ont.
M5S 1M8
(416) 973-1903

Official Languages *(continued)*

Quebec

Quebec Office
1179 Bleury Street, 4th Floor
Montréal, Que.
H3B 3H9
(514) 283-4996
Collect calls are accepted.

New Brunswick

Atlantic Office (New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland)
Heritage Court, Suite 303
95 Foundry Street
Moncton, N.B.
E1C 5H4
(506) 857-7047
Collect calls are accepted.

Parks Canada

Alberta

Regional Office
220 4th Avenue South East, Room 520
Mail: P.O. Box 2989, Station M
Calgary, Alta.
T2P 3H8
(403) 292-4444

Manitoba

Prairie Regional Office
391 York Avenue, 4th Floor
Winnipeg, Man.
R3C 4B7
(204) 949-2120

Ontario

Ontario Regional Office
111 Water Street East
Cornwall, Ont.
K6H 5F3
(613) 933-7951

Quebec

Quebec Regional Office
3 Buade Street
Mail: P.O. Box 6060
Haute Ville
Québec, Que.
G1R 4V7
(418) 648-4177

Nova Scotia

Atlantic Regional Office
Historic Properties
Upper Water Street
Halifax, N.S.
B3J 1S9
(902) 426-3436

Public Service Commission

British Columbia

Pacific and Yukon Regional Office
Co-ordinator of Services to Disabled People
Sinclair Centre, 5th Floor
757 West Hastings Street
Vancouver, B.C.
V63 3G4
(604) 666-3427
(604) 666-6868 (Teletype)

Public Service Commission
(continued)

Alberta

Alberta and the Northwest
Territories Regional Office
Co-ordinator of Services to
Disabled People
9707 110th Street
Edmonton, Alta.
T5K 2L9
(403) 420-3144
(403) 420-3130 (Teletype)

Saskatchewan

Saskatchewan District Office
Co-ordinator of Services to
Disabled People
1867 Hamilton Street, Room 1010
Regina, Sask.
S4P 2C2
(306) 780-6719
(306) 780-6719 (Teletype)

Manitoba

Manitoba District Office
Co-ordinator of Services to
Disabled People
Revenue Canada Building
Suite 400
391 York Avenue
Winnipeg, Man.
R3C 4G8
(204) 949-2441
(204) 949-6066 (Teletype)

Ontario

National Capital District Office
Co-ordinator of Services to
Disabled People
171 Slater Street
Ottawa, Ont.
K1A 0M7
(613) 996-9676
(613) 996-1205 (Teletype)

Ontario Regional Office
Co-ordinator of Services to
Disabled People
180 Dundas Street West
Suite 1100
Toronto, Ont.
M5G 2A8
(416) 973-3145
(416) 973-2269 (Teletype)

Quebec

Quebec Regional Office
Co-ordinator of Services to
Disabled People
Guy Favreau Complex
West Tower, 8th Floor
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-3386
(514) 283-2467 (Teletype)

New Brunswick

New Brunswick District Office
Co-ordinator of Services to
Disabled People
Central and Eastern Trust
Building, Suite 603
860 Main Street
Moncton, N.B.
E1C 1G2
(506) 857-6627
(506) 857-6624 (Teletype)

Nova Scotia

Nova Scotia District Office
Co-ordinator of Services to
Disabled People
1888 Brunswick Street
Halifax, N.S.
B3J 1M8
(902) 426-8528
(902) 426-6246 (Teletype)

Public Service Commission ***(continued)***

Prince Edward Island

Prince Edward Island District Office
Co-ordinator of Services to Disabled People
Confederation Court Mall
Suite 302
134 Kent Street
Charlottetown, P.E.I.
C1A 8R8
(902) 566-7027
(902) 566-7039 (Teletype)

Newfoundland

Newfoundland District Office
Co-ordinator of Services to Disabled People
Government of Canada Building
354 Water Street, 2nd Floor
St John's, Nfld.
A1C 1C4
(709) 772-4315
(709) 772-4317 (Teletype)

Public Works Canada

British Columbia

Pacific Regional Office
1166 Alberni Street
Vancouver, B.C.
(604) 666-3073

Alberta

Western Regional Office
9925 109th Street
Edmonton, Alta.
T5K 2J8
(403) 420-3262

Ontario

Headquarters
Sir Charles Tupper Building
Riverside Drive
Ottawa, Ont.
K1A 0M2
(613) 998-9067

National Capital Regional Office
Place du Portage IV
Hull, Quebec
Mail:
Ottawa, Ont.
K1A 0M3
(613) 997-3775

Ontario Regional Office
4900 Yonge Street
Willowdale, Ont.
M2N 6A6
(416) 224-4159

Quebec

Quebec Regional Office
200 Dorchester Boulevard West
Montréal, Que.
H1Z 1X4
(514) 283-2340

Nova Scotia

Atlantic Regional Office
1505 Barrington Street
Mail: P.O. Box 2247
Halifax, N.S.
B3J 3C9
(902) 426-3913

Revenue Canada Customs and Excise

British Columbia

Pacific Regional Office
Customs
1001 West Pender Street
Vancouver, B.C.
V6E 2M8
(604) 666-1545

Pacific Regional Office
Excise
469 Nanimo Street
Mail: P.O. Box 69090, Station K
Vancouver, B.C.
V5K 4X2
(604) 666-3753

Alberta

Alberta Regional Office
Customs
220 4th Avenue South East
Suite 720
Calgary, Alta.
T2P 2M7
(403) 231-4660
(8:00 to 4:00 p.m.)

Calgary Regional Office
Excise
Federal Building, Room 470
220 4th Avenue South East
Mail: P.O. Box 2525, Station M
Calgary, Alta.
T2P 3B7
(404) 231-5678

Saskatchewan

Saskatchewan Regional Office
Customs
204 Towne Square
1919 Rose Street
Regina, Sask.
S4P 3P1
(306) 359-6212

Manitoba

Winnipeg Regional Office
Customs
Federal Building
269 Main Street
Winnipeg, Man.
R3C 1B3
(204) 949-6004

Winnipeg Regional Office
Excise
Royal Bank Building, 13th Floor
220 Portage Avenue
Mail: P.O. Box 1022
Winnipeg, Man.
R3C 2W2
(204) 949-4016

Ontario

Hamilton Regional Office
Customs
10 John Street South
Hamilton, Ont.
L8N 3V8
(416) 523-2891
(416) 679-6202 (eve and wknds)

London Regional Office
Customs
451 Talbot Street
Mail: P.O. Box 5940, Terminal A
London, Ont.
N6A 5C9
(519) 679-4131
(8:00 a.m. to midnight, 7 days a week)

Revenue Canada Customs and Excise Ontario *(continued)*

South West Ontario Regional Office
Excise
Dominion Public Building
3rd Floor
457 Richmond Street
Mail: P.O. Box 5548, Terminal A
London, Ont.
N6A 4R3
(519) 679-4145

Ottawa Regional Office
Customs
360 Coventry Road
Ottawa, Ont.
K1K 2C6
(613) 993-0534 (8:00 to 4:30 pm)
(613) 998-3326 (eve and wknds)

Ottawa Regional Office
Excise
360 Coventry Road
Mail: P.O. Box 8257
Ottawa, Ont.
K1G 3H7
(613) 993-0040

Toronto Regional Office
Customs
Manulife Centre, 10th Floor
55 Bloor Street West
Mail: P.O. Box 10, Station A
Toronto, Ont.
M5W 1A3
(416) 996-8022 (8:00 to 4:30)
(416) 676-3643 (Saturdays, Sundays, holidays)

Toronto Regional Office
Excise
25 St Clair Avenue East
4th Floor
Mail: P.O. Box 100, Station Q
Toronto, Ont.
M4T 2L7
(416) 966-6561

Windsor Regional Office
Customs
185 Ouelette Street
Windsor, Ont.
N9A 4HB
(519) 254-9202, exts 254, 255

Quebec

Montréal Regional Office
Customs
400 Youville Square
Montréal, Que.
H2Y 3N4
(514) 283-2953

Montréal Regional Office
Excise
400 Youville Square, 7th Floor
Mail: P.O. Box 6092, Station A
Montréal, Que.
H3C 3H3
(514) 283-6200

Quebec Regional Office
Customs
2 St André Street
Québec, Que.
G1K 7P6
(418) 694-4445

Quebec Regional Office
Excise
410 Charest Boulevard East
7th Floor
Mail: P.O. Box 2117
Terminal P.O.
Québec, Que.
G1K 7M9
(418) 694-4376

Nova Scotia

Atlantic Regional Office
Customs
6169 Quinpool Road
Halifax, N.S.
B3J 3G6
(902) 426-2911

Revenue Canada Customs and Excise
Nova Scotia *(continued)*

Atlantic Regional Office
Excise
6169 Quinpool Road, 2nd Floor
Mail: P.O. Box 1658
Halifax, N.S.
B3J 2Z8
(902) 426-3758

Revenue Canada Taxation

British Columbia

British Columbia Region
District Taxation Office
277 Winnipeg Street
Penticton, B.C.
V2A 1N6
(604) 492-9200
1-800-665-0354 (Superphone)
1-800-642-8259

British Columbia Region
District Taxation Office
1166 West Pender Street
Vancouver, B.C.
V6E 3H8
(604) 689-5411
(604) 666-6236 (Service in French)
1-800-665-0354 (Superphone)
1-800-666-9033
1-800-663-0451 (Y.T. and Northeast B.C.

British Columbia Region
District Taxation Office
1415 Vancouver Street
Victoria, B.C.
V8V 3W4
(604) 388-0121
1-800-665-0354 (Superphone)
1-800-742-6108

Alberta

Prairie Region
District Taxation Office
220 4th Avenue South East
Calgary, Alta.
T2G 0L1
(403) 292-4101
1-800-665-0354 (Superphone)
1-800-332-1410 (Southern Alberta)

Prairie Region
District Taxation Office
9820 107th Street
Edmonton, Alta.
T5K 1E8
(403) 420-3510
(403) 420-3577 (Service in French)
1-800-665-0354 (Superphone)
1-800-232-1966 (Northern Alberta)
1-800-661-6451 (N.W.T. and Northeast B.C.)

Saskatchewan

Prairie Region
District Taxation office
1955 Smith Street
Regina, Sask.
S4P 2N9
(306) 780-6015
(306) 780-6742 (Service in French)
1-800-665-0354 (Superphone)
1-800-552-8031

Prairie Region
District Taxation Office
201 21st Street East
Saskatoon, Sask.
S7K 0A8
(306) 975-4595
(306) 975-4627 (Service in French)
1-800-665-0354 (Superphone)
1-800-772-8737

Revenue Canada Taxation
(continued)

Manitoba

Prairie Region
District Taxation Office
391 York Avenue
Winnipeg, Man.
R3C 0P5
(204) 949-6350
(204) 949-6188 (Service in French)
1-800-665-0354 (Superphone)
1-800-282-8079

Ontario

Ontario Region
District Taxation Office
11 Station Street
Belleville, Ont.
K8N 2S3
(613) 962-8611
1-800-665-0354 (Superphone)
1-800-267-2130

Ontario Region
District Taxation Office
150 Main Street
Hamilton, Ont.
L8N 3E1
(416) 522-8671
1-800-665-0354 (Superphone)
1-800-263-9200 (Area Code 416)
1-800-263-9210 (Area Code 519)

Ontario Region
District Taxation Office
385 Princess Street
Kingston, Ont.
K7L 1C1
(613) 545-8371
1-800-665-0354 (Superphone)
1-800-267-9447

Ontario Region
District Taxation Office
166 Frederick Street
Kitchener, Ont.
N2G 4N1
(519) 579-2230
1-800-665-0354 (Superphone)
1-800-265-2530

Ontario Region
District Taxation Office
451 Talbot Street
London, Ont.
N6A 5E5
(519) 679-4211
1-800-665-0354 (Superphone)
1-800-265-4900

Ontario Region
District Taxation Office
360 Lisgar Street
Ottawa, Ont.
K1A 0L9
(613) 598-2275
(613) 598-2298 (Service in French)
1-800-665-0354 (Superphone)
1-800-267-8440 (Area Code 613)
1-800-267-4735 (Area Code 819)

Ontario Region
District Taxation Office
32 Church Street
St Catharines, Ont.
L2R 3B9
(416) 688-4000
1-800-665-0354 (Superphone)
1-800-263-5672
1-800-263-3654 (Service in French)

Revenue Canada Taxation
Ontario *(continued)*

Ontario Region
District Taxation Office
200 Town Centre Court
Suite 9000
Scarborough, Ont.
M1P 4Y3
(416) 869-1500
(416) 973-3704 (Service in French)
1-800-665-0354 (Superphone)
1-800-387-1700 (Area Code 416)
1-800-387-1710 (Area Code 705)

Ontario Region
District Taxation Office
19 Lisgar Street South
Sudbury, Ont.
P3E 3L5
(705) 675-0581
(705) 675-0582 (Service in French)
1-800-665-0354 (Superphone)
1-800-461-4060
1-800-461-6258 (Service in French)

Ontario Region
District Taxation Office
201 North May Street
Thunder Bay, Ont.
P7C 3P5
(807) 623-3443
1-800-665-0354 (Superphone)
1-800-465-6981

Ontario Region
District Taxation Office
36 Adelaide Street East
Toronto, Ont.
M5C 1J9
(416) 869-1500
(416) 973-3704 (Service in French)
1-800-665-0354 (Superphone)
1-800-387-1700 (Area Code 416)
1-800-387-1710 (Area Code 519, 704)

Ontario Region
District Taxation Office
185 Ouellette Avenue
Windsor, Ont.
N9A 5S8
(519) 258-8302
1-800-665-0354 (Superphone)
1-800-265-4841
1-800-265-5135 (Essex County including Windsor – service in French)

Quebec

Quebec Region
District Taxation Office
100 Lafontaine Street, Room 211
Chicoutimi, Que.
G7H 6X2
(418) 545-8026
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
3131 St-Martin Boulevard West
Laval, Que.
H7T 2A7
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Revenue Canada Taxation
Quebec *(continued)*

Quebec Region
District Taxation Office
305 Dorchester Boulevard West
Montréal, Que.
H2Z 1A6
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Quebec Region
District Taxation Office
165 Point aux Lièvres Street
South
Mail: P.O. Box 1787, Terminus
Québec, Que.
G1K 7L3
(418) 648-3180
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
411 Sirois Avenue
Rimouski, Que.
G5L 8B2
(418) 722-3111
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
11 Terminus Street East
Rouyn, Que.
J9X 3B5
(819) 764-5151 or 764-5171
1-800-665-0354 (Superphone)
1-800-567-6403 (Area Code 819)
1-800-567-6428 (Area Code 418)

Quebec Region
District Taxation Office
5245 Cousineau Boulevard
St-Hubert, Que.
J3Y 7Z7
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Quebec Region
District Taxation Office
50 Couture Street
Sherbrooke, Que.
J1H 5L8
(819) 565-4888
1-800-665-0354 (Superphone)
1-800-567-6184

Quebec Region
District Taxation Office
1055 Des Forges Boulevard
Trois-Rivières, Que.
G8Z 4J8
(819) 373-2723
1-800-665-0354 (Superphone)
1-800-463-4413

New Brunswick

Atlantic Region
District Taxation Office
786 King Avenue
Bathurst, N.B.
E2A 1R5
(506) 548-4407
1-800-665-0354 (Superphone)
1-800-222-9622

Atlantic Region
District Taxation Office
65 Canterbury Street
Saint John, N.B.
E2L 4H9
(506) 648-4600
1-800-665-0354 (Superphone)
1-800-222-9622

Revenue Canada Taxation *(continued)*

Nova Scotia

Atlantic Region
District Taxation Office
1557 Hollis Street
Halifax, N.S.
B3J 2T5
(902) 426-2210
(902) 426-9310 (Service in French)
1-800-665-0354 (Superphone)
1-426-2210 (Mainland)
1-426-9310 (Mainland – service in French)

Atlantic Region
District Taxation Office
60 Dorchester Street
Sydney, N.S.
B1P 6K3
(902) 564-7080
(902) 564-7359 (Service in French)
1-800-665-0354 (Superphone)
1-564-7081 (Cape Breton)
1-564-7359 (Cape Breton – service in French)

Prince Edward Island

Atlantic Region
District Taxation Office
90 Richmond Street
Charlottetown, P.E.I.
C1A 8L3
(902) 566-7200
(902) 566-7225 (Service in French)
1-800-665-0354 (Superphone)
1-566-7200 (P.E.I.)
1-566-7225 (P.E.I. – service in French)

Newfoundland

Atlantic Region
District Taxation Office
165 Duckworth Street
St John's, Nfld.
A1C 5X6
(709) 772-2610
(709) 772-5472 (Service in French)
1-800-665-0354 (Superphone)
1-800-563-2600 (Nfld. and Lab.)
1-800-563-4572 (Service in French)

Secretary of State

Northwest Territories

Regional Office
Scotia Centre, Room 204
1502 Franklin Avenue
Mail: P.O. Box 610
Yellowknife, N.W.T.
X1A 2N5
(403) 920-8270

Yukon

Regional Office
Federal Building, Room 240
308 Main Street
Whitehorse, Y.T.
Y1A 2B5
(403) 668-2721

Secretary of State *(continued)*

British Columbia

Regional Office
1433 St Paul Street, Room 102
Kelowna, B.C.
V1Y 2E4
(604) 763-5322

Regional Office
1525 8th Avenue West
Room 207
Vancouver, B.C.
V6J 1T5
(604) 666-0176

Regional Office
816 Government Street
Room 105
Victoria, B.C.
V8W 1W9
(604) 388-0219

Alberta

Regional Office
220 4th Avenue South East
Room 254
Calgary, Alta.
T2P 3C1
(403) 292-5541

Regional Office
Harley Court, Main Floor
10045 11th Street
Edmonton, Alta.
T5K 1K4
(403) 420-3350

Saskatchewan

Regional Office
2101 Scarth Street, Suite 200
Regina, Sask.
S4P 2H9
(306) 780-5540
(306) 780-7289

Regional Office
Financial Building, Room 505
230 22nd Street West
Saskatoon, Sask.
S4K 0E7
(306) 975-4146
(306) 975-5298

Manitoba

Regional Office
303 Main Street, Room 200
Winnipeg, Man.
R3C 3G7
(204) 949-3601
1-800-782-0107

Ontario

Regional Office
150 Main Street West, Room 425
Hamilton, Ont.
L8P 1H8
(416) 572-2355

Regional Office
450 Talbot Street, Main Floor
London, Ont.
N6A 5C9
(519) 679-4335

Regional Office
150 Kent Street, Room 903
Ottawa, Ont.
K1A 0M5
(613) 996-5977

Regional Office
19 Lisgar Street, Room 326
Sudbury, Ont.
P3E 3L4
(705) 675-0621

Secretary of State
Ontario *(continued)*

Regional Office
Federal Building, Room 234
33 South Court Street
Thunder Bay, Ont.
P7B 2W6
(807) 345-2316

Regional Office
25 St Clair Avenue East, Room 200
Toronto, Ont.
M4T 1M2
(416) 973-7541

Quebec

Regional Office
Guy Favreau Complex
West Tower, 10th Floor
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-3150

Regional Office
St-Amable Complex
333 St-Amable Street
Québec, Que.
G1R 5G2
(418) 648-5610

New Brunswick

Regional Office
860 Main Street, Room 504
Moncton, N.B.
E1C 1G2
(506) 857-7066

Nova Scotia

Regional Office
5281 Duke Street
Halifax, N.S.
B3J 3M1
(902) 426-6227
1-800-426-6227

Prince Edward Island

Regional Office
Dominion Building, Room 316
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
(902) 566-7188

Newfoundland

Regional Office
Atlantic Place, 8th Floor
215 Water Street
Mail: P.O. Box 75
St John's, Nfld.
A1C 6C9
(709) 772-5566

Statistics Canada

British Columbia

Regional Office
Reference Centre
757 Hastings Street West
3rd Floor
Vancouver, B.C.
V6C 3C9
(604) 666-3691
1-800-663-1551 (South and Central B.C)
Zenith 0-8913 (Northern B.C. and Yukon served by NorthwesTel Inc.)

Statistics Canada *(continued)*

Alberta

Regional Office
Reference Centre
Hys Centre
11010 101st Street, Room 215
Edmonton, Alta.
T5H 4C5
(403) 420-3027
(403) 420-3027 (Visual Ear)
1-800-222-6400
(403) 420-2011 (call collect from N.W.T. served by NorthwesTel Inc.)

Saskatchewan

Regional Office
Reference Centre
Midtown Centre, Room 530
1783 Hamilton Street
Regina, Sask.
S4P 2B6
(306) 780-5405
1-800-667-3524

Manitoba

Regional Office
Reference Centre
General Post Office, Room 600
266 Graham Avenue
Winnipeg, Man.
R3C 0K4
(204) 949-4020
1-800-282-8006

Ontario

Head Office
Reference Centre
R.H. Coats Building
Tunney's Pasture
Ottawa, Ont.
K1A 0T6
(613) 990-8219
(613) 990-8225 (Visual Ear)
1-800-268-1151

Regional Office
Reference Centre
Civic Administration Centre
225 Holditch Street
Sturgeon Falls, Ont.
P0H 2G0
(705) 753-4888
(705) 753-4888 (Visual Ear)
1-800-268-1151

Regional Office
Reference Centre
Arthur Meighen Building
10th Floor
25 Saint Clair Avenue East
Toronto, Ont.
M4T 1M4
(416) 973-6586
(416) 973-6594 (Visual Ear)
1-800-268-1151

Quebec

Quebec Regional Office
Reference Centre
Guy Favreau Complex, East Tower
200 Dorchester Boulevard West
Montréal, Que.
H2Z 1X4
(514) 283-5725
(514) 283-2703 (Visual Ear)
1-800-361-2831

Statistics Canada *(continued)*

Nova Scotia

Atlantic Regional Office
Reference Centre
Sir John Thompson Building
1256 Barrington Street
Halifax, N.S.
B3J 1Y6
(902) 426-5331
(902) 426-5331 (Visual Ear)
1-800-565-7192 (N.S., N.B. and P.E.I.)

Newfoundland

Newfoundland Regional Office
Reference Centre
Viking Building, 3rd Floor
Crosbie Road
St John's, Nfld.
A1B 3P2
(709) 772-4073
Zenith 0-7037

Supply and Services Canada

Alberta

Western Region
Personnel
P.O. Box 2950, Station M
Calgary, Alta.
T2P 4C1

Ontario

Head Office
Personnel
Place du Portage, Phase III
11 Laurier Street
Hull, Quebec
Mail:
Ottawa, Ont.
K1A 0S5

Quebec

Quebec Region
Personnel
1040 Belvedere Avenue, 3rd Floor
Mail: P.O. Box 5000
Québec, Que.
G1S 7S7

Nova Scotia

Atlantic Region
Personnel
Ralston Building, 6th Floor
1557 Hollis Street
Mail: P.O. Box 1659
Halifax, N.S.
B2J 2Z9

Veterans Affairs

British Columbia

Pacific Regional Office
1185 West Georgia Street
Suite 400
Vancouver, B.C.
V6E 4J5
(604) 666-2091
1-800-663-1931 (B.C. Residents)
1-800-663-0239 (Yukon Residents)

Manitoba

Prairie Regional Office
P.O. Box 6050
Winnipeg, Man.
R3C 4G5
(204) 949-4163
1-800-665-0091 (Prairie residents outside Winnipeg)

Veterans Affairs *(continued)*

Ontario

District Office
SBI Building, 6th Floor
Billings Bridge Plaza
2323 Riverside Drive
Ottawa, Ont.
K1P 0P5
(613) 998-9460

Ontario Regional Office
P.O. Box 3333, Station A
Willowdale
Toronto, Ont.
M2N 5T5
(416) 224-4427
1-800-387-0930 (from Area Code 807)
1-800-387-0919 (from Area Codes 416, 519, 613, 705)

Quebec

Quebec Regional Office
4545 Queen Mary Road
Montréal, Que.
H3W 1W4
(514) 340-2035
1-800-361-6867 or
1-800-361-6868 (Quebec residents ouside Montréal)

Nova Scotia

Atlantic Regional Office
P.O. Box 1002
Dartmouth, N.S.
B2Y 3Z2
(902) 426-7931
(902) 1-426-7931 (N.S.)
1-800-565-1528 (N.B. and P.E.I.)

Newfoundland

Newfoundland Sub-Regional Office
Sir Humphrey Gilbert Building
7th Floor
165 Duckworth Street
Mail: P.O. Box 5068
St John's, Nfld.
A1C 5V4
(709) 772-4716

VIA Rail Canada

Manitoba

VIA West
Station Sales and Services
Wawanesa Building
191 Broadway Avenue
Winnipeg, Man.
R3C 3T8

Ontario

VIA Ontario
District Supervisor
Station Sales and Services
350 James Street North
Hamilton, Ont.
L8L 1H5

VIA Ontario
District Supervisor
Station Sales and Services
800 Counter Street
Kingston, Ont.
K7M 7H3

VIA Ontario
Kitchener Office
126 Weber Street West
Kitchener, Ont.
K2H 3Z9

VIA Rail Ontario *(continued)*

VIA Ontario
District Manager
Station Sales and Services
197 York Street
London, Ont.
N6A 1B3

VIA Ontario
District Supervisor
Station Sales and Services
198 Second Street West
North Bay, Ont.
P1B 3K8

VIA Ontario
District Manager
Station Sales and Services
65 Front Street
Toronto, Ont.
M5J 1E7

VIA Ontario
District Supervisor
Station Sales and Services
298 Walker Road
Windsor, Ont.
N8Y 2M9

Quebec

VIA Quebec
Regional Manager
Station Sales and Services
Place Bonaventure, Floor E
44 Elgin Street
Montréal, Que.
H5A 1H2

New Brunswick

VIA Atlantic
Co-ordinator
Station Sales and Services
777 Main Street
Moncton, N.B.
E1C 1E9

Nova Scotia

VIA Atlantic
Supervisor
Station Sales and Services
1161 Hollis Street
Halifax, N.S.
B3H 2P6

Subject Index

Subject **Page**

A

Access Program for Handicapped People
on-the-job training 32
technical aids 37

Accessible housing units
Federal Co-operative Housing Program 71
Urban Native and Non-Profit Housing programs 72

Accessobus 149

Addiction
CN employee assistance 40

Adoption of disabled children
films 88

Advisory Committee on Disabled Persons
Department of Justice 21

Affirmative action
CMHC Disabled Persons Advisory Group 26
Department of Justice/employer awareness sessions 23
Department of Justice/Advisory Committee on Disabled Persons 21
Public Service/career counselling 25
Public Service/on-the-job training 32
Public Service/recruitment 34
Treasury Board policy 112

Agriculture Museum
access 5

AIDS
information and surveillance 93

Aids, technical *see* Technical aids

Air travel
Air Canada services 143
research 127

Airport access
Air Canada services 143
DOT 114

Artificial limbs
research 123

Automobiles *see* Motor vehicles

Subject Index

Subject **Page**

B

Banknote reader 69
Barrier-free design
audio interference/research 120
federal buildings 2
federal policy 110
health facilities 6
research/NRC 118

Barriers to employment 30
Birth defects
data 79

Blind and sight-impaired persons
Audio Tax Guide 78
banknote reader 69
communications policy 109
Kurzweil Reading Machine 92
National Library 96
publications in braille, large print or on cassette/federal 15
technical aids/Public Service 37
train travel 151
voting template 17
wayfinding techniques 132

Braille publications
disability information 86
federal 15

Broadcasting
CRTC policy on closed captioning 85

Buildings (*see also* Construction)
federal/barrier-free design 2
federal/design policy 110

Buses
accessibility 114
intercity carriers/financial aid 146
research 127
Roadcruiser and Accessobus 149

Subject	Page
C	
Canada Assistance Plan	
financial assistance	61
welfare services	39
work activity projects	24
Canada Day festivities	14
Canada Health Act, 1984	45
Canada Labour Code	22
Canada Pension Plan	
disability pension	62
Disabled Contributor's Child Benefits	63
Canada Service Bureaux see Reference Canada	
Canada Student Loans Program	19
Canadian Human Rights Act	57
Canadian Urban Transit Association	146
Careers	
public servants/counselling	25
Children	
adoption, films on	88
birth defects, registry of	79
Canada Pension Plan benefits	63
Indian/special education	20
Clinics	
barrier-free design	6
Closed captioning	
CRTC policy	85
television programs	80
TV programs on income tax	82
Co-operative housing	71
COMMUNI-CAID	127
Communications	
message relay service	85
systems research	127
Treasury Board policy	109
Community organizations	
employment services offered by	33
Community services	
health care funding	45
Community support programs	42

Subject Index

Subject	Page
Concerts	
National Arts Centre/access	139
Congenital Anomalies Surveillance System, Canadian	79
Construction (*see also* Buildings)	
research and standards	118
Consumer consultation	
transportation research	127
Consumer issues	
funding	133
Consumers Advisory Committee	84
Contracts	
Home Bound Employment Program	28
Counselling	
employment	24
Customs duty	43

D

Data bases	
Disability Information Service of Canada	86
Deaf and hearing impaired persons	
communications policy	109
hearing aids/research	120
hearing aids/standards	104
income tax TDD service	83
income tax TV programs	82
RCMP TDD service	100
sign language interpreter service	102
sign language on TV	103
TDD service/federal policy	113
technical aids/Public Service	37
telephone message relay	85
train travel	151
wayfinding techniques/research	132
Design	
barrier-free/research	120
federal buildings	2
Disability Information Service of Canada	86

Subject	Page
Discrimination	
federal institutions	57
federal institutions/complaints	59
Disease	
AIDS	93
prevention and control research	121
Drugs	
addiction/CN employee assistance	40

E

Elections	
voting premises	16
voting template	17
Elevating devices	
safety standards	53
standards	104
Embassies and consulates	
access	4
Emergencies	
evacuation techniques/research	126
Emergency warning systems	
research	127
Employee Assistance Program, CN	40
Employers	
financial aid	29
Employment	
films	88
Public Service/policy	112
Employment equity	
Public Service	112
Engineering research	117
Entertainment	
closed-captioned TV programs	80
Experimental Farm (Ottawa)	
access	5
Extended Health Care Services (Canada Health Act)	45

Subject Index

Subject **Page**

F

Federal Co-operative Housing Program
- accessible units 71
- financial aid 70

Federal government
- information service 106

Federal transport systems
- aid for disabled travellers 145

Ferries
- accessibility 114

Films and videocassettes
- disabilities 88

Financial aid
- accessibility retrofit 75
- accessobus purchase 149
- bus carriers 146
- children/CPP benefits 63
- co-operative housing 70
- community health projects 44
- community organizations/employment services 33
- consumer research 133
- disability pension (CPP) 62
- Disabled Persons Participation Program 134
- employers/Job Development Program 30
- employers/Innovations Program 29
- health care services 45
- health research 119
- job training 31
- medical research 123
- Museum Assistance Program 8
- native peoples/health care 73
- native peoples/rehabilitation 51
- New Horizons Program 74
- persons in need 61
- production of technical aids 124
- rent 72
- research grants/social sciences and humanities 125
- research on vocational aids for disabled people 117
- research on vocational rehabilitation 131
- social services groups 50
- special education/Indians 20
- sports 138

Subject **Page**

Financial aid *(continued)*
- students ... 19
- training in areas of skill shortage ... 36
- Veterans Independent Program ... 76
- veterans/medical treatment ... 54
- veterans' attendance allowance ... 55
- veterans' clothing allowance ... 56
- Veterans' Exceptional Incapacity Allowance ... 67
- voluntary organizations ... 47
- voluntary organizations/employment-related activities ... 27
- welfare services ... 39
- youth exchange program ... 142
- youth/travel ... 141

Firefighting
- evacuation techniques/research ... 126

Fitness
- consultative services ... 138

Funding see Financial aid

G

Galleries
- access/assistance program ... 8

Garden plots
- National Capital Region ... 137

Gatineau Park
- accessibility ... 140

Grants to Voluntary Organizations Program ... 27

H

Health and Activity Limitation Survey ... 89

Health care
- institutional guidelines ... 49
- native people ... 73
- products ... 90
- provincial funding ... 45
- research ... 121
- standards ... 104
- veterans ... 54

Subject Index

Subject	Page
Health care workers	
resources planning	46
Health facilities	
barrier-free design	6
Health Promotion Contribution Program	44
Hearing aids	
interference/research	120
standards	104
Hearing impairment (*see also* Deaf and hearing impaired persons)	
prevention and treatment/guidelines	49
Home Bound Employment Program	28
Home care	
veterans	76
Homeowners	
aid for adapting homes	75
Hospitals	
barrier-free design	6
Housing	
accessibity/research	117
accessible units/Federal Co-operative Housing Program	71
accessible units/Urban Native and Non-Profit Housing programs	72
barrier-free, films	88
co-operatives	70
renovations/financial aid	75
research	118
standards information	104

I

Import of aids	43
Income tax	
Audio Tax Guide	78
closed-captioned TV programs	82
disability deduction	64
help with the tax return	83
medical expenses deduction	65
Indians *see* Native peoples	

Subject	Page
Information referral	
social services	39
Information referral service	
federal programs	106
Information services	
and TDDs	113
Innovations Program	29
Institutional care	
provincial funding	45
Interpreters	
sign language	102
Inuit see Native peoples	

J

Job creation	
community-related assistance	33
Innovations Program	29
occupations with skill shortages	36
youth and women	31
Job Development Program	30
Job Entry Program	31
Job opportunities	
Home Bound Employment Program	28
Job retraining	
CN employees	41
Jobs	
overcoming barriers to employment	30
Public Service	34
Public Service/training	32

K

Kurzweil Reading Machine	92

Subject Index

Subject	Page
L	
Landlords	
aid for adapting living space	75
Libraries, accessibility of	94
Library resources	
Disability Information Service of Canada	86
government publications for visually impaired people	15
Library services	
National Library advisory group	77
National Library/information service	94
special format materials	96
Lifestyles of disabled people	
films	88
M	
Medical devices, Canadian manufacturers of	90
Medical research	
prevention and treatment of disability	119
technical aids	123
Medical services	
income tax deductions	65
research	117
Mental impairment	
health services and information	48
Military disability pensions	66
Minibuses *see* Buses	
Minimum wage	22
Money	
banknote reader	69
Motor vehicles	
research	127
standards	104
Museums	
access/assistance program	8
access/facilities	9
mobile exhibits	7

Subject	Page
N	
National Arts Centre	
access and services	139
National Capital Region	
accessibility guide	1
garden plots	137
recreational areas/accessibility	140
special events	14
National Library Advisory Group	77
Native peoples	
health care	73
health research	121
Indian children/special education	20
rehabilitation	51
social allowance	73
New Horizons program	74
Non-Profit Housing Program	72
Nursing home care	
veterans	76
Nursing homes	
barrier-free design	6
O	
Obstacles	114
Occupational health and safety	52
Official languages	91
Open House Canada Grants	141
Outreach Program	33
P	
Parking	
federal/policy	111
Parks	
accessibility and services	11
National Capital Region/accessibility	140

Subject	Page
Passport offices	
accessibility	13
Pensions	
CPP Disability Pension	62
CPP Disabled Contributor's Child Benefits	63
military disability	66
veterans' attendance allowance	55
veterans' clothing allowance	56
Veterans' Exceptional Incapacity Allowance	67
Performing arts	
National Arts Centre/access	139
Police	
RCMP TDD service	100
Prosthetics	
research	123
standards	104
Public servants	
career counselling	25
Public Service	
equal employment opportunities	112
hiring	34
on-the-job training	32
parking policy	111
technical aids	37
Publications	
Accessibility Guide/National Capital Region	1
federal policy	109
federal/for visually impaired persons	15
special format	96
statistics on health and disabilities	97

Q

Quality of life	
advocacy	136

Subject	Page
R	
Rail terminals	
accessibility	114
Rail travel	
research	127
VIA Rail services	151
Recreational areas	
National Capital Region/accessibility	140
Reference Canada	106
Rehabilitation	
advisory service	47
CN employees	41
funding program	47
human resources planning	46
native peoples	51
occupational	30
research	121
services	39
services/guidelines	49
technology	124
vocational	38
vocational/research	131
Rent subsidies	
accessible units/Federal Co-operative Housing Program	71
Federal Co-operative Housing Program	70
Non-Profit and Urban Native Housing programs	72
Research	
accessible buildings	117
assistive devices/design, technology transfer	117
assistive devices/financial and technical aid	124
barrier-free design	120
building design/wayfinding techniques	132
community support programs	42
consumer issues	133
disabilities/funding	119
firefighting	126
social sciences and humanities	125
social services/grants	50
transportation/Transport Canada	114
transportation/Transport Development Centre	127
vocational aids	117

Subject Index

Subject	Page
Residential Rehabilitation Assistance Program for the Disabled	75
Roadcruiser bus	149
S	
SCAT vehicle	127
Senior citizens	
New Horizons program	74
Sign language interpretation	
television	103
Signing	
interpreter service	102
Skill Shortages Program	36
Sports	
films	88
financial aid	138
Standards	
access to health facilities	6
barrier-free/federal policy	110
building design	118
Consumers Advisory Committee	84
elevating devices	53
housing	118
information service	104
transportation/accessibility	114
transportation/consultation with disabled persons	144
Statistics	
Kurzweil Reading Machine	92
publications	97
survey of disabled persons	89
Status of Disabled Persons Secretariat	136
Students	
financial aid	19
travel exchange program	142
Sustaining Grants to National Voluntary Health Organizations (NVHO), Program of	47

Subject **Page**

T

Technical aids
- Canadian manufacturers ... 90
- Disabled Persons Participation Program ... 134
- import of ... 43
- information on ... 42
- Public Service ... 37
- Public Service/policy ... 112
- research ... 123
- ... 121
- ... 117
- ... 124
- special events/National Capital Region ... 14
- standards ... 104

Technology
- research ... 123
- transportation ... 144

Technology transfer
- building design ... 118
- transportation ... 127

Telecommunications device for the deaf
- use of in government ... 113

Telephones
- message relay service ... 85

Television
- closed-captioned programming ... 80
- CRTC policy on closed captioning ... 85
- sign language interpretation ... 103

Terminals see Ferries; Rail terminals; Research/transportation

Theatre
- National Arts Centre/access ... 139

Train travel see Rail travel

Training
- firefighters/research ... 126
- librarians ... 94
- on-the-job/Public Service ... 32
- skill shortages ... 36
- unemployed workers ... 30
- women and youth ... 31

Subject	Page
Transit systems	
research	127
Transport	
accessibility standards for terminals	114
Marine Atlantic	147
parking, federal	111
VIA Rail Canada Inc.	151
Transportation of Disabled Persons Implementation Committee	144
Travel	
Marine Atlantic	147
youth	142
Travellers	
aid for disabled	145

U

Urban Native Housing Program	72

V

Veterans	
attendance allowance	55
clothing allowance	56
disability pensions	66
Exceptional Incapacity Allowance	67
independent program	76
treatment benefits	54
Videocassettes see Films and videocassettes	
Vocational Rehabilitation Research Fund	131
Voluntary organizations	
advocacy support	136
consumer research	133
employment services, grants for	27
financial aid/Disabled Persons Participation Program	134
financial aid/medical rehabilitation	47
financial aid/social welfare services	50

Subject	Page
Volunteers	
income tax returns	83
Voting	
premises	16
template	17
W	
Wage, minimum	
amendment concerning	22
Walter Dinsdale Centre	86
Wayfinding techniques	132
Welfare services	
financial aid	39
native peoples	73
work activity projects	24
Wheelchairs	
Air Canada services	143
elevating/safety standards	53
housing adaptations	71
research	127
self-elevating	37
standards	104
VIA Rail services	151
Winterlude	14
Women	
jobs	31
Work	
language of	91
Work Activity Projects	24
Work programs	
Home Bound Employment Program	28
Workplace safety	52
Y	
Youth	
jobs	31
travel/exchange program	142
travel/financial aid	141
Youth Exchange for Special Students	142

Departmental Index

Agriculture Canada
Central Experimental Farm 5

Air Canada
Air Canada Services 143

Bank of Canada
Banknote Reader 69

Canada Mortgage and Housing Corporation
CMHC Disabled Persons Advisory Group 26
Federal Co-operative Housing Program 70
Mobility Units (Federal Co-operative Housing Program) 71
Mobility Units (Non-Profit and Urban Native Housing Program) 72
Residential Rehabilitation Assistance Program for Disabled People 75

Canadian Broadcasting Corporation
Closed Captioned Television 80
Sign-Language Interpretation for Television 103

Canadian Centre for Occupational Health and Safety
Occupational Information and Advisory Service 52

Canadian Human Rights Commission
Anti-Discrimination in Federal Organizations 57
Complaints of Discrimination in Federal Organizations 59

Canadian National
CN Employee Assistance Program 40
CN Employee Rehabilitation Committees 41

Canadian Radio-television and Telecommunications Commission
CRTC Service for Hearing Impaired Persons 85

Canadian Transport Commission
Federal Transportation Services for Persons with Disabilities 145

Consumer and Corporate Affairs Canada
Consumer Issues 133

Elections Canada
Voting Premises 16
Voting Template 17

Employment and Immigration Canada
Grants to Voluntary Organizations Program 27
Innovations Program 29
Job Development Program 30
Job Entry Program 31
Outreach Program 33
Skill Shortages Program 36

External Affairs Canada
Canadian Posts Abroad 4
Passport Offices 13

Fitness and Amateur Sport Canada
Disabled Canadians in Fitness and Competitive Sport 138

Health and Welfare Canada
Canada Assistance Plan / Financial Assistance 61
Canada Assistance Plan / Welfare Services 39
Canada Assistance Plan / Work Activity Projects 24
Canada Pension Plan / Disability Pension 62
Canada Pension Plan / Disabled Contributor's Child Benefits 63
Canadian Congenital Anomalies Surveillance System (CCASS) . 79
Disabled Persons Unit 42
Health Facilities Design 6
Health Promotion Contribution Program 44
Health Services Funding 45
Human Resources 46
Medical Rehabilitation 47
Mental Health Services 48
National AIDS Centre 93
National Health Research and Development Program (NHRDP) 121
National Health Services Guidelines 49
National Welfare Grants 50
New Horizons 74
Vocational Rehabilitation of Disabled Persons 38
Vocational Rehabilitation Research Fund 131

Indian and Northern Affairs Canada
Special Education for Disabled Indian Children 20
Native People Rehabilitation Services 51
Native People Social Allowance and Adult Care 73

Justice, Department of
Advisory Committee on Disabled Persons 21
Awareness Session on Employment of Disabled Persons 23

Labour Canada
Amendment Concerning the Minimum Wage 22
Safety Standard for Elevating Devices 53

Marine Atlantic
Marine Atlantic Special Services 147

Medical Research Council of Canada
Health Services 119

National Arts Centre
National Arts Centre Services for Disabled Persons 139

National Capital Commission
Accessibility Guide 1
Special Events in the National Capital Region 14
Allotment Gardening 137
National Capital Region Recreational Facilities 140

National Film Board of Canada
Films and Videocassettes on Disability 88

National Library of Canada
Advisory Group on National Library Services for Handicapped Persons 77
National Library Services for Handicapped Persons 94
National Library Special Format Materials 96

National Muscums of Canada
Mobile Exhibits Program 7
Museum Assistance Programs 8
National Museums of Canada 9

National Research Council of Canada
Biomedical Engineering Research Program 117
Construction Technology Service 118
Interference in Audio-Amplification Systems 120
Rehabilitation Technology Unit (RTU) 124
Training Course on Evacuation Techniques for Firefighters 126
Wayfinding Techniques for Disabled Persons 132

Natural Sciences and Engineering Research Council
Natural Sciences and Engineering Research Grants 123

Official Languages, Office of the Commissioner of
Information on Official Languages 91

Parks Canada
National Parks, Historic Sites and Heritage Canals 11

Public Service Commission of Canada
Career Advice 25
On-the-Job Training in the Public Service 32
Recruitment into the Federal Public Service 34
Technical Aids in the Public Service 37

Public Works Canada
Barrier-Free Design 2

Regional Industrial Expansion, Department of
Information on Health Care Products 90

Revenue Canada, Customs and Excise
Duty-Free Import of Goods for Disabled Persons 43

Revenue Canada Taxation
Audio Tax Guide 78
Closed captioned Television Programs on Income Tax Returns . 82
Completing the Income Tax Return 83
Income Tax Disability Deduction 64
Income Tax Medical Expenses Deduction 65

Royal Canadian Mounted Police
RCMP TDD Service 100

Secretary of State, Department of the
Canada Student Loans Program 19
Disability Information Service of Canada (DISC) 86
Disabled Persons Participation Program 134
Open House Canada Grants 141
Sign-Language Interpretation 102
Status of Disabled Persons Secretariat 136
Youth Exchange for Special Students 142

Social Sciences and Humanities Research Council of Canada
Research Grants in the Social Sciences and Humanities 125

Standards Council of Canada
Consumers Advisory Committee 84
Standards Information Service 104

Statistics Canada
Health and Activity Limitation Survey 89
Library Services with Kurzweil Reading Machines 92
Publications on Disabled Persons 97

Supply and Services Canada
Home Bound Employment Program 28
Special List of Government Publications 15
Telephone Information and Referral Service 106

Transport Canada
Consultation with Disabled Persons on Transportation 144
Funding of Accessible Vehicles 146
Roadcruiser and Accessobus 149
Transportation of Disabled Persons Program 114
Transportation Technology 127

Treasury Board Secretariat
Access to Federal Publications 109
Accessibility of Federal Buildings 110
Federal Parking 111
Public Service Personnel 112
TDD Access to Federal Information 113

Veterans Affairs, Department of
Military Disability Pensions 66
Treatment for Disabled Veterans 54
Veterans Independent Program 76
Veterans' Attendance Allowance 55
Veterans' Clothing Allowance 56
Veterans' Exceptional Incapacity Allowance 67

VIA Rail
VIA Rail Services 151